

HUMBERSIDE FIRE AND RESCUE SERVICE
JOB DESCRIPTION

(Support Services Posts)

POST TITLE	POST NO.
Data Manager	TBC
SECTION/DIVISION/LOCATION	POST GRADE
Risk and Intelligence Section/Service Improvement Directorate	TBC

OVERALL PURPOSE OF THE JOB

Lead, develop and implement comprehensive tools and strategies to transform the collection, storage, quality assurance and release of data to assist in achieving Humberside Fire and Rescue Service's goals. To lead, advise and guide on the most efficient processes pertinent to the management of data by appropriate media to key stakeholders such as Delivery and Management Teams, Senior Officers, and Fire Authority Members on data, risk and intelligence matters. The post will also lead and manage the administrative provision across prevention and protection, including the management of interactions with HFRS from the public and partner organisations, managing the Prevention and Protection administration team.

The role directly supports the strategic plan, specifically the points below:



What we must do well

- 1.1 Continue to complete planning arrangements and interventions to reduce fire related fatalities or casualties.
- 1.2 Effectively deliver activities to prevent fires and other emergency incidents.
- 1.3 Protect the public from fires and other risks by delivering fire regulation, legislation and protection activities.
- 1.4 Efficiently manage our resources to meet current risk.



How we support our communities

- 2.1 We understand our community and the risks they face.
- 2.2 We help the public and businesses to stay safe.
- 2.3 We respond quickly and effectively to emergency incidents.
- 2.4 We treat everyone in an open and fair manner.

KEY ACTIVITY AREAS / MAIN DUTIES

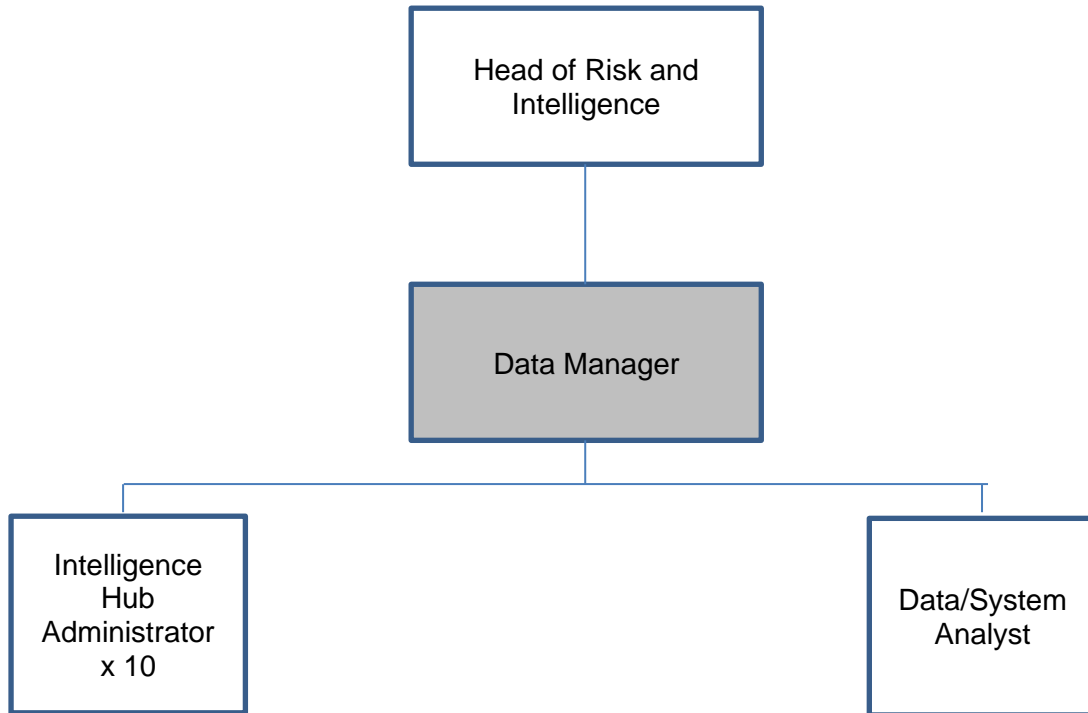
1. Lead on the development of effective data management solutions.
2. Lead on data collection and recording for prevention and protection, and effective quality assurance processes to ensure the service has accurate data on which to base decisions.
3. Lead on the consistency in data recording across relevant teams in HFRS, devising policies and/or standard delivery guidance where appropriate.
4. Lead on ensuring data is accurate to support key data recording deadlines. These deadlines will allow the Service to produce accurate reports, populate dashboards and provide requested data to stakeholders such as the Home Office and HMICFRS.
5. Contribute to effective performance management and measurement, including regular and appropriate communication to stakeholders.
6. Lead and oversee along with other managers, new data collection projects for prevention and protection to ensure change is successful, ensuring key deadlines are met.
7. Manage a team of people working within the data management team and on data management solutions.
8. Lead on the effective administration for Prevention and Protection activity.
9. Lead, along with Prevention and Protection Managers, how HFRS interacts with the public and business owners in non-emergency environments, via the most appropriate communication media.
10. Lead, along with Prevention and Protection Managers, on ensuring an appropriate and satisfactory customer journey, incorporating appropriate measurement systems.
11. Lead, along with Prevention and Protection Managers, on ensuring a robust system for managing safeguarding concerns.
12. Lead on the use of software systems to interact with members of the public, partners and HFRS staff and the delivery of outcomes from this communication activity.
13. Manage the release of data to internal and external stakeholders and partner organisations following the UK General Data Protection Regulation, HFRS information governance requirements and reporting deadlines.
14. Manage the retention schedule for prevention and protection data ensuring that data is deleted correctly and at appropriate times.
15. Support the delivery of community cohesion activity across Humberside, providing advice and guidance on systems and data management.
16. Support the delivery of national, regional and local campaigns and enquiries, providing advice and guidance on systems and data management for engagement activities.
17. Represent or arrange representation for HFRS at local and national workshops and meetings.
18. Work closely with the Analytics Manager to create a robust process of data collection, management, analysis and evaluation.
19. Deputise for the Head of Risk and Intelligence as required.
20. Lead on the development of a strong evidence-led culture by developing and promoting:
 - Innovation and continuous development
 - Effective systems
 - Proportionate and good quality data
 - Effective information governance

NOTES:

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
2. The postholder is required to comply with relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of our Core Code of Ethics, equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relate to the post and the postholder.

SUPERVISION / MANAGEMENT OF PEOPLE

The post holder has direct line management responsibility for the people working within the Prevention and Protection Intelligence Hub, some of whom will split their time between SHQ and the districts.



JOB REQUIREMENTS:

Knowledge and Skills

- Advanced knowledge and skills in data and database structure and management gained via work experience, vocational and/or academic qualifications.
- Advanced knowledge and skills of communicating with diverse stakeholders such as members of the community and partners.
- Advanced knowledge and skills in using systems to extract data. For example, in SQL or another programming language, Access, Excel and/or R-studio.
- Advanced knowledge of safeguarding policy and procedures.
- Strong, demonstrable supervisory, management and leadership skills.
- A high level of problem-solving skills. The ability to think outside the box to identify improvement opportunities and influence or implement changes to systems, policies and procedures.
- An inquisitive and questioning mind.
- A high level of understanding of the challenge of managing data recording across a diverse range of functions and stakeholders.
- Skills in influencing and persuasion to promote data management consistency by a diverse range of stakeholders with differing challenges.
- A high level of written and verbal communication skills to produce and deliver reports, presentations and briefings to a diverse range of stakeholders.
- Strong organisation skills with the ability to allocate resources and prioritise workloads to meet changing deadlines with the ability to work under pressure.
- Advanced knowledge of key legislation such as UK GDPR, Freedom of Information, and the Crime and Disorder Act.
- Skills and knowledge for developing data management skills in other people by way of coaching and mentoring and delivering or organising appropriate training.

Creativity and Innovation

- The post holder will lead on imaginative and original thinking to manage and improve the recording of data by diverse teams/staff, partners and members of the public.
- The post holder will lead the continuous development of data management systems and processes to create sound data to support evidence-led decision making.
- Creativity in report writing, digital and oral presentations to influence decision making.
- Creativity to develop imaginative methods of utilising information systems and data to meet organisational requirements, including the sourcing of new data and intelligence and innovative ways to display information to key stakeholders both internally and externally.
- Determination of appropriate advice, balancing desired outcomes, Service objectives and legal requirements.

Decision Making

Discretion

- The post holder will take direct decisions concerning the management of HFRS data, including continuous evaluation of policy and processes to efficiently capture and use data. This will include decisions and evidence-based recommendations leading to changes in working practices across HFRS.
- The post holder has the discretion to act on behalf of HFRS at regional and national meetings.
- Translation of national guidance and priorities (such as from the NFCC) into HFRS working practices

Consequences

- Decisions taken by the post holder directly enable accurate and timely reporting of performance to internal stakeholders such as Humberside Fire Authority and Internal Management Boards.
- Decisions taken by the postholder directly impact the quality of data-led decision making by the organisation and the allocation of resources to the identified risk.
- Determine resourcing requirements and actively task resources in the delivery of administrative functions across Prevention and Protection.
- Decisions taken by the post holder will ensure that confidential and restricted level intelligence from Humberside Police and other external organisations is managed centrally on behalf of HFRS, following agreed data sharing and security protocols and MOUs.

- Decisions taken and the processes implemented and managed by the post holder ensure that evidence-based decision making in the organisation is based on data that is accurate and reliable.
- Decisions are taken by the postholder to ensure that the retention schedules for data use are adhered to appropriately in line with HFRS policy and GDPR.

Contacts and Relationships

- Maintenance of an effective customer/client relationship between the data management team and key stakeholder groups is an essential responsibility of the post holder, requiring frequent interactions, using a range of appropriate communication skills to understand customer requirements and influence decision making. Key contact groups will include:

Prevention and Protection Managers and Teams
 CLT
 SLT
 Humberside Police
 Local Authorities
 Other Fire and Rescue Services
 Auditors and HM Inspectors as necessary
 NFCC as appropriate

- Collaborative working with local partners to ensure the most vulnerable people in the community are referred to HFRS.
- Manage and coordinate contact with partner organisations to establish, facilitate and maintain data sharing protocols.
- Represent HFRS at NFCC meetings and data system user groups to actively contribute to improvement through sharing best practices.

Responsibility for Resources

- Lead and manage the Data Team.
- Data (personal and confidential, HFRS and partner organisations).
- Office Equipment.
- Software and hardware in relation to administration and communication functions.

Work Environment

Work Demands

- The post holder will efficiently manage their own time and workload and develop a work programme for their span of supervision and responsibility.
- The post holder will be expected to maintain a high degree of flexibility to meet pre-determined and demand-led priorities and deadlines.
- The post holder is expected to react to frequently changing demand for data or information that may require higher prioritisation of time. This may result from internal or external queries at a Political, Strategic or Tactical level.
- Changing or arising problems and issues impacting upon service delivery will frequently require data management advice and guidance that may require a higher prioritisation of time.

- The postholder will be expected to prioritise the work of others across the delivery of prevention, including dedicated roles and operational crews.

Physical Demands

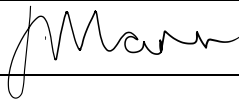
- All main duties can be performed with normal physical effort within an office environment.

Working Conditions

- The work can be carried out in the office or at home under the hybrid working policy, ensuring that the needs of the organisation are met.
- The post holder will regularly be expected to visit other locations inside and outside of the HFRS area and will be expected to stay overnight, when appropriate for national-level meetings and workshops.

Work Context

- Work involves minimal risk to personal safety.

	Name	Designation	Signature	Date
Prepared by:	Jo Mann	Head of Risk and Intelligence		11 June 2024
Confirmed by:				
Received by:		Postholder		
Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.				

