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**PG**

**7095**

**Post Specification**

**Business Support**

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| **Date** | **Feb 2020** |
| **Post Title** | Community Safety Co-ordinator |
| **Job Family Role Profile** | **BS6** |
| **Final Grade** | **Grade 6** |

**To be read in conjunction with the job family role profile**

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| **Purpose of this post**  |
| Working for Cumbria Fire & Rescue service in the prevention department. Assisting the team leader in the delivery of the services Safe & Well programme and other community safety activities. Identify, prioritise and coordinate programmes of Home Safety visits and re-visits. Support delivery of interventions to groups. Ensuring tasks are carried out within agreed timeframes and service delivery is effective. Contribute to work planning and resource allocation, maintaining accurate records of resources and workloads allocated.To co-ordinate the Cumbria Fire & Rescue Service (CFRS) Home Safety programme and other prevention activity. Be the first point of contact for internal / external referrals identified during visits and allocating to the relevant person/ service. To act as a point of contact and to respond to enquiries regarding the arrangements for Home Safety visits. Be the first point of contact for CFRMIS users countywide for any queries or problems with the database. Providing guidance and support to internal users including identifying training needs. Be the first point of contact for referrals identified during visits and allocating to the correct internal/ external partners. Carry out general administration routines and duties in an efficient and effective manner. Express ideas effectively and question the traditional way of doing things, putting service improvement ideas forward and looking for fresh approaches to improve service delivery.  |
| **Key job specific accountabilities** |
| 1. Ensure that accurate and up to date records are maintained for the schedule of Home Safety visits and be responsible for establishing and maintaining, clear and up-to-date paperwork and provide regular activity reports. Provide statistics and information regarding areas of activity.
2. To provide information to customers and action requests for Home Safety visits and record all initial customer contacts and requests for services. Conducting an initial standard assessment and exercising judgement in assessing risk to service users and staff before allocating to appropriate person assuring effective, appropriate and timely service delivery
3. Make direct contact with customers to determine whether they require a visit or follow up visit from the FRS based upon guidelines regarding high, medium and low risk and refer where necessary. Consult with and seek to understand the customers views and seek feedback on performance in order to improve and enhance the service.
4. In accordance with guidelines, follow a structured fact-finding discussion with householders and provide basic home fire safety information in accordance with guidelines, recognising when professional help is appropriate.
5. Collate, record, and monitor visits and re-visits to ensure validity of management data and compliance with Service procedures. Assist line management in the improvement of the database. Providing up to date forms and training booklets when changes have been identified including training to existing and new staff.
6. Evaluate activities to ensure they are being effective, look at evaluation data and report to manager any areas for improvement.
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| **Please note annual targets will be discussed during the appraisal process** |
| **Key facts and figures of the post** |
| **Budget Responsibilities** | * None
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| **Staff Management Responsibilities** | * None
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| **Other** | * Information – including but not limited to records on CFRMIS and performance management systems.
* Equipment – ICT equipment, community safety and risk reduction equipment
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| **Essential Criteria - Qualifications, knowledge, experience and expertise** |
| * NVQ Level 2 in Business Administration or equivalent experience / qualification
* Relevant recent experience of providing administrative and clerical support to managers
* Experience of arranging appointments
* Experience of customer service provision
* Working knowledge and competent user of Microsoft computer packages including word processing and spreadsheets
* Good working knowledge of administrative systems and ability to follow established procedures
* Knowledge of community safety issues
* Good organisational skills including the ability to co-ordinate activities, anticipating difficulties and taking corrective action
* Ability to develop and maintain accurate systems
* Attention to detail with the ability to analyse and collate information and data
* Ability to prioritise tasks and act on own initiative, as appropriate. Deal with conflicting priorities and demands
* Prioritise workload within allocated timescales
* Ability to provide timely and prioritised data to a range of recipients
* Ability to work flexibly as part of a team
* Ability to deal with sensitive issues
* Ability to communicate effectively orally and in writing with all levels of the organisation, service users and external agencies.
* Ability to maintain confidentiality at all times
* Willingness to undertake further training
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| **Disclosure and Barring Service – DBS Checks** |
| * This post requires a DBS check.
* The level of check required is:
	+ DBS Standard
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| **Job Working Circumstances** |
| **Emotional Demands** | * minimal emotional demands
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| **Physical Demands** | * normal demands
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| **Working Conditions** | * generally acceptable conditions
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| **Other Factors** |
| * None
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