

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8RT</b>	<b>Role Title</b>	<b>GIS Data Analyst</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Programme &amp; Performance Officer</b>
		<b>Directorate</b>	<b>Environment &amp; Infrastructure</b>
<b>JE Band</b>	269-313	<b>Service</b>	<b>Surrey Fire &amp; Rescue Service</b>
		<b>Team</b>	<b>Intelligence Unit</b>
		<b>Date Role Profile was created</b>	<b>Apr-17</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To process and analyse all required service performance data such as operational response data, community fire safety work streams data through to sickness and absence data. You will analyse and present this information in a detailed, quality and accurate platforms as required by the customer.</p> <p>To lead and develop GIS mapping and data analysis systems for the service as required by the customer.</p> <p>To lead on and support the development and maintenance of bespoke databases and platforms supporting critical systems such as CRM, Vision and Firewatch.</p>
<b>Work Context</b>	<p>The role is based within the Programme and Performance Team at Surrey Fire and Rescue Services Headquarters, Reigate, and requires occasional travel to other sites.</p> <p>The role is part of a small team responsible for the assessment, processing, management and presentation of Service performance data and reports to the Project Specialist, Performance and Data. The role is computer-based and generates a variety of electronic media, including graphical, mapping (GIS) and photographic information. The Service has introduced a new Customer Records Management (CRM) system for data management and it is expected that the role holder will become familiar and experienced with the management of this system to be able to access and present all required data.</p> <p>Accurate assessment and the production of quality information are the key expectations of the role.</p>
<b>Line management responsibility</b> if applicable	N/a
<b>Budget responsibility</b> if applicable	N/a

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery.</li> <li>• Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency.</li> <li>• Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure personal and where appropriate team compliance with established protocols, procedures and practices.</li> <li>• Audit and monitor compliance of 3 parties with council requirements.</li> </ul> <p><b>People &amp; partnerships</b></p> <ul style="list-style-type: none"> <li>• May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles)</li> <li>• May manage or assist with budget/resource management in accordance with the council policies and procedures.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level.</li> <li>• May require a qualification relevant to the specific nature of the role.</li> <li>• Knowledge of relevant legislation, practices and policies applicable to specialist area.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills, including MS Office and database management systems.</li> <li>• Ability to undertake technical work relevant to the role.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.</li> <li>• Previous experience processing, analysing and reporting data.</li> <li>• Previous practical experience in a relevant field.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
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<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of GIS mapping</li> <li>• Knowledge of data analysis systems</li> <li>• GIS experience, Tableau experience and excellent data analysis skills within MS Excel and Access.</li> <li>• Experience of dealing with life-critical information.</li> <li>• Experience of data management within an enterprise data-management or information management system, and of working with multi-application processes.</li> <li>• Experience of scanning applications and displaying information using multi-format graphics.</li> <li>• Responsible, proactive attitude and a commitment to public safety.</li> <li>• Ability to work well under pressure while maintaining a positive attitude.</li> <li>• Ability to be able to travel to other sites as required.</li> </ul>
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**Role Summary**

Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.

