Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	CAD Technician
Grade	PS7	Reports to (role title)	Senior Information Technician
		Directorate/School	Community Protection & Emergencies
JE Band	228-268	Service / Department	Community Intelligence
		Date Role Profile was created	Oct-19

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.

Role Purpose including key outputs	This is a temporary role to provide technical support for the Community Intelligence Team. This includes creating, processing and quality assuring life-critical risk information for use by the emergency services and to make this available electronically to front-line personnel via Service mobile data technologies. To contribute to the safety of fire service personnel and the community by maintaining an effective and comprehensive risk information process where Service objectives and targets are met.
Work Context	You will be based at Surrey Fire and Rescue Services Headquarters in Reigate reporting to the Senior Information Technician. The post is part of a small team who process and manage electronic information to safeguard Firefighers responding to operational incidents. The role is to create and update CAD plans for use on Mobile Data Terminals fixed in all front line appliances. Accuracy and the production of quality information are key expectations of the role. You will be expected to liaise with internal and external custodians of information, explore leads for new data sharing partnerships, provide advice and assistance as necessary, play an active role in promoting firefighter and community safety (through provision of risk and resource information).
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. People & partnerships • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. Resources • May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Awareness and experience of corporate CAD (E.g. Autodesk). Good observational skills and attention to detail, highly accurate electronic file management abilities. Proven experience of working in a high-quality environment or experience of dealing with life-critical information. Ability to work as part of a team. Well organised and able to meet tight deadlines calmly and efficiently. Ability to deal appropriately with sensitive and confidential information.

Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.

Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.