

Our vision – To be a world class fire and rescue service for London, Londoners and visitors.

Job Title: Community Liaison Officer (Kensington and Chelsea)

Grade: FRS C

Employer: London Fire and Emergency Planning Authority

Directorate: Fire and Community Safety

Location: Kensington Fire Station

Reports to: Borough Commander (Kensington and Chelsea)

Responsible for: No line management responsibilities

HOW THIS ROLE CONTRIBUTES TO OUR VISION

By providing support to the borough commander for Kensington and Chelsea and borough personnel, in order to achieve the Kensington and Chelsea targets relating to reduction in accidental dwelling fires and incidences of arson and raising awareness of Home Fire Safety Visits (HFSVs).

MAIN DUTIES AND RESPONSIBILITIES

1. Responsibility for performance and self-development

- 1.1 Plan and organise work to ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines to the appropriate person.
- 1.2 Keep informed of the Authority's policies, particularly those relating to equalities, attendance and health and safety. Carry out all activities in accordance with the policies, asking for training and guidance if necessary.
- 1.3 Keep up to date with statutory and policy information relating to the duties of the post; particularly government and local government initiatives regarding community safety and social exclusion issues.
- 1.4 Identify personal development needs and objectives and agree with line manager. Monitor own performance against agreed indicators and objectives.
- 1.5 Use the information and communication systems of the Authority in accordance with the Code of Practice on Computer Use.

2. To create and maintain effective working relationships

- 2.1 Establish and maintain effective, considerate and polite working relationships with other members of staff. Ensure that the principles and practice of the Authority's equalities policies are followed in all dealings with colleagues.

- 2.2 Deal with contacts from outside bodies and members of the public helpfully and in a timely fashion, according to the principles of customer care and the Authority's equalities policy.

3. Community engagement

- 3.1 Develop knowledge and understanding of the communities within the borough of Kensington and Chelsea, with particular regard to those 'at risk' and provide information to the borough commander in the context of fire and community safety. Provide advice on cultural and communication considerations.
- 3.2 Devise and implement initiatives to enable the borough commander to create local partnerships, identifying performance indicators that will measure success.
- 3.3 Identify best practice in community engagement work and communicate this to the borough commander and operational personnel based at stations (including station managers).
- 3.4 Provide the borough commander with the information required in order to assess risk in the community and deploy resources effectively, identifying the initiatives relevant to the needs of the individual borough, with particular regard to Kensington and Chelsea local partnerships.
- 3.5 Communicate a positive image of the London Fire Brigade to all communities within the borough and London as a whole.
- 3.6 Take a planned approach to all projects and events, to ensure that appropriate resources can be deployed effectively to meet the aims of the Authority.
- 3.7 Ensure that, wherever relevant, the principles and guidelines of the Authority's Child Protection Policy are taken into consideration by Authority staff. Seek advice and guidance as necessary.

4. Administrative and reporting work

- 4.1 Support meetings and working groups by producing agendas, minutes and papers as required.
- 4.2 Keep appropriate records of the work undertaken and provide information in report or statistical format as required. Ensure equipment and data are safeguarded against damage and breaches of confidentiality.
- 4.3 Forward details, as required, to the Borough Commander of all matters relating to gifts and hospitality from external organisations requiring report to the Authority
- 4.4 Take part in project work as required, preparing reports and briefing papers and carrying out research in liaison with other departments and outside agencies.
- 4.5 Keep account of expenditure of any monies allocated to the post, reporting in the Authority's standard format.

5. To monitor and maintain a healthy, safe and secure workplace

- 5.1 Organise own work and the work of the team to minimise risk. Be aware of own responsibilities in maintaining a safe and healthy workplace. Take responsibility to ensure that hazards are removed safely, minimised and/or reported according to

established procedures. Operate equipment following agreed procedures, particularly in relation to the Display Screen Equipment Regulations. Report accidents and emergencies in accordance with established procedures.

- 5.2 Carry out organisational security measures. Identify and report any security risk or breaches.

NOTE 1: In addition to the duties set out above, you may from time to time be required to undertake additional duties necessary to meet the needs of the Authority; such duties to be commensurate with the responsibilities and grading of the post.

NOTE 2: This post is externally funded on a fixed term contract basis initially for six months.

Date: 8 June 2009

1. EXPERIENCE

1.1 Experience of working 'at risk' communities and other organisations.

- 1.2. Experience of organising, planning and prioritising own work and meeting deadlines and targets while working flexibly within a team.
- 1.3. Experience of using a range of Information Technology applications (the Authority currently uses the Microsoft Office suite), together with good keyboard skills and an awareness of the ways in which IT applications can be utilised in the context of the work involved.
- 1.4. Experience of planning and day to day management of projects with clear and measurable outcomes.

2. SKILLS

- 2.1. Good interpersonal skills in order to develop and maintain effective working relationships with staff at all levels and members of various communities.
- 2.2. **Effective communication skills, both written and oral, in order to draft documents in plain English, to impart information to managers and colleagues and to be confident when speaking to groups of people from diverse communities.**
- 2.3. **The ability to think creatively in the devising of initiatives to create partnerships between the London Fire Brigade and the communities of London.**
- 2.4. Analytical and numerical skills in order to undertake basic research and to report findings and to maintain statistical information and simple accounts.

3. KNOWLEDGE

- 3.1. Knowledge of 'at risk' communities in London and the key issues affecting them.
- 3.2. **Knowledge of current developments pertaining to community engagement and social exclusion, with an awareness of relevant legislation.**
- 3.3. Awareness of the reasons for having an equality policy and why it is observed in all areas of work and behaviour. An understanding of one's responsibility with regard to the policy.
- 3.4. An understanding of the principles of the Authority's Child Protection Policy and one's responsibility with regard to the policy, in the context of the duties of the post.
- 3.5. Knowledge of good health and safety practice both in an office and whilst out on site including awareness of the regulations governing the use of display screen equipment.
- 3.6. An awareness of the importance of ensuring confidentiality and the security of sensitive information including the legal requirements of the Data Protection Act.

Note: These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application the ways in which your experience, skills and knowledge

meet each of the highlighted **bold** selection criteria, or all criteria if none are highlighted bold. Please note that if you are short listed, you can expect all criteria to be addressed at the next stage. If you do not adequately address each and every one of the relevant selection criteria, it will not be possible to shortlist you.

Date: 8 June 2009