



Job Description

Role Title	Content Officer
Department	Content and Guidance
Responsible to	Head of Content and Guidance
Job Level	Grade 5

Summary purpose

You work in the NFCC's Content and Guidance function that supports the continuous improvement for service delivery, to improve the safety of the public and fire and rescue service personnel across the UK.

In this role, you are responsible for supporting the development, maintenance and publication of NFCC content and guidance. This includes ensuring content is written consistently in the NFCC voice, working with subject matter experts to develop clear and effective written materials, and supporting teams to understand and implement the processes required to produce content and guidance. You also advise on the appropriate actions needed to support the publication of NFCC products and ensure outputs clearly identify actions, outcomes and opportunities.

Key responsibilities / level of accountability for delivery

- You will support a number of subject matter expert (SME) teams within our hub structure to review, maintain, and write new content in the NFCC consistent voice
- You will be responsible for preparing final draft guidance, incorporating feedback from reviews and any ongoing changes You work closely with the Analysis and Insight Team to ensure changes and actions determined by the consultation process are considered and appropriately implemented
- You assist with the maintenance of the NFCC content style guide
- You co-ordinate with the teams that you support to meet governance deadlines
- You deliver well-written content on behalf of NFCC that enables the fire and rescue service sector to interpret and embed products into processes and business plans

Key outputs including typical timeframes

- High-quality written products for the sector (product-based / as required)
- Stakeholder communication and relationship management (ongoing)
- Support to SME teams across hub structures (weekly / ongoing)
- Effective coordination of road to publication (monthly / quarterly)



Key relationships

- You appropriately liaise with all relevant internal teams, including team members and managers
- You will establish working relationships with fire and rescue service SMEs
- You develop and maintain good working relationships as necessary with stakeholders and other organisations (both internal and external to the fire and rescue service sector)

Education, qualifications, experience

- You have significant experience of working in a role involving technical writing, proofreading or copyediting. You have experience of producing content for digital-first formats, ensuring it is clear, accessible and tailored to the needs of the intended audience
- You have an ability to work proactively as part of a team and on individual responsibilities
- You have the confidence to express your own view appropriately, and constructively challenge others
- You have the ability to build relationships and rapport with stakeholders, both internal and external to the organisation
- You are comfortable and familiar with using a range of information technology applications together with good keyboard and language skills
- You have the political awareness and the ability to deal with sensitive, commercial, and confidential matters appropriately; understanding the need to maintain confidentiality including awareness of the Data Protection Act, the Freedom of Information Act and Government Security Classifications
- You understand the importance of equality and diversity and the impact NFCC products and tools may have on a diverse range of end use

Behaviours and values

- You are a champion of inclusion, equality and diversity, and are committed to creating safe working environments where individuals flourish, develop and thrive
- You are driven to make a real difference across our communities
- You treat people with respect and trust and empower staff to do a great job
- You take ownership of and responsibility for actions and learn from mistakes
- You are open to adopting new methods of working and are flexible to change
- You embrace the challenges that are presented by remote and lone working
- You act with integrity at all times
- You use your significant expertise to shape safety for our communities and support our members