



## Job Description

<b>Role Title</b>	Content Officer
<b>Department</b>	Content and Guidance Team
<b>Responsible to</b>	Content Manager
<b>Job Level</b>	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.

You are responsible for ensuring that the maintenance of NFCC content and guidance is written consistently in the NFCC voice. Working with subject matter experts across a number of teams, you will help to develop written content to support the fire and rescue service sector, ensuring identification of actions, outcomes and opportunities.

You help the teams you work with to understand and implement the processes to develop content and guidance. Advising on the appropriate actions needed to support the publication of NFCC products.

## 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 a consistent voice
- You will be responsible for final draft revised guidance from review and dynamic 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



### Key outputs including typical timeframes

- 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 relationships

- 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)
- You appropriately liaise with all relevant internal teams, including team members and managers

### Education, qualifications and experience

- You have experience of working in a role involving writing, proofreading or copy editing
- 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 have experience of using digital and non-digital communication channels to ensure messages are targeted effectively
- 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 users



## 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