Recruitment Information Pack

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

OPERATIONAL INTELLIGENCE OPERATOR

VACANCY REF:	**SFRS02857**
CONTRACT STATUS:	**Permanent**
GRADE:	**3**
LOCATION:	**SFRS Headquarters, Cambuslang**
DEPARTMENT:	**Preparedness, Prevention**
SALARY:	**£31,762 - £33,344**
HOURS:	**35**
CLOSING DATE:	**15 December 2026**

The recruitment information pack is designed to provide you with as much information as possible, relevant to the role and the SFRS recruitment and selection process.

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

If you have any further questions, please contact the People Services Resourcing Team by email SFRS.PODVacancies@firescotland.gov.uk.

we value Safety no 1 · we value Teamwork · we value Respect · we value Innovation

Stonewall DIVERSITY CHAMPION SCOTLAND · CARER POSITIVE Employer in Scotland ENGAGED · happy to talk flexible working · disability confident EMPLOYER

mind | MENTAL HEALTH AT WORK COMMITMENT | Blue Light Together

THE SCOTTISH FIRE AND RESCUE SERVICE

The Service was established on 1 April 2013, bringing together the collective skills and experience from across Scotland's previous eight Fire and Rescue Services.

Now, as national organisation we deliver our front-line services locally across the 3 Service Delivery Areas (SDA's) in the North, East and West of Scotland. More information about the SDA's, including maps showing area coverage, can be found by clicking on the link detailed below:

Service Delivery Areas

As well as front-line Service Delivery roles, our uniformed roles can span into Directorate functions such as Training Safety and Assurance, People Communications and Engagement, and Prevention.

Our high service standards have demanded an ever-increasing commitment to development and our uniformed colleagues continue to be amongst the best equipped and most highly trained in the world.

BENEFITS

A career in the SFRS is wide and varied. As well as excellent learning opportunities, working with us you can expect:

- A rewarding, varied career
- A competitive salary and attractive pension scheme
- A range of excellent family friendly policies including those that promote a work life balance
- Excellent training, development and career progression opportunities
- Generous leave entitlement that increases with service
- Wide range of employee benefits available to you and your family including the Firefighters charity/Family Support Trust
- Access to gym facilities and health and wellbeing services and advice
- The potential to work in widely diverse workplaces and locations across Scotland
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

By working together and delivering on the aims of reform, we will reduce the risk to our communities and make Scotland a safer place

SCOTTISH FIRE AND RESCUE SERVICE

JOB DESCRIPTION

JOB TITLE:	**Operational Intelligence Operator**		
DEPARTMENT:	**Data Intelligence**		
RESPONSIBLE TO:	**Operational Intelligence Manager**	**GRADE:**	3
		JOB FAMILY:	Special Technical Level 2

Please note that this job description is indicative of the nature and level of responsibilities associated with this role and is not intended to be exhaustive.

ROLE OVERVIEW

The Scottish Fire and Rescue Service (SFRS) is committed to firefighter safety. The provision of Operational Intelligence (OI) is a key component of this by providing readily accessible information regarding operational risk at the point of need.

Operational incidents, particularly those within premises that present a greater inherent risk, will benefit from the availability of additional information to provide the IC with sufficient intelligence to develop a suitable risk assessment and effective tactical plan. OI is the process to identify risk, collate relevant data and ensure that it is made available, in an easily understood format, at the point of need.

To work as part of a team to ensure operational risk information is gathered, processed and made available to appropriate stakeholders. This will include making appointments and visiting premises across designated LSO areas of the SFRS to gather operational risk information. This role also involves co-ordinating and providing assistance to others within the organisation in relation to the operational intelligence (OI) process.

The Operational Intelligence Officer (OIO) will play a key role in supporting firefighter safety, operational preparedness and organisational resilience through the identification, assessment and communication of operational risk. Working both independently and collaboratively, the role requires the application of professional judgement, analytical thinking and problem-solving skills to address emerging risks and evolving operational challenges. The post holder will contribute to the development of Operational Intelligence processes, products and information gathering methodologies, ensuring that SFRS remains responsive to new risk types such as Battery Energy Storage Systems (BESS), lithium-ion battery facilities, renewable energy infrastructure, wildfires and other emerging hazards. The OIO will act as a subject matter expert, providing technical advice and support to operational personnel, managers, internal working groups and external partners, while promoting innovation, continuous improvement and effective multi-agency collaboration to enhance operational decision-making and firefighter safety.

KEY CONTACTS

- Operational Intelligence Operator Team Leader
- Managers and Staff within the Response and Resilience Directorate

- Other individuals/departments regarding relevant area of work or projects
- Employees at all levels in providing specialist advice and guidance
- External enforcing authorities/bodies
- Relevant external professional governance agencies/ bodies
- Sector specific professional agencies/bodies

FUNCTIONAL RESPONSIBILITIES / KEY TASKS

- Undertake visits with operational personnel and other stakeholders to gather, validate and enhance Operational Intelligence information. This will include providing guidance, professional expertise and support during information gathering activities and, where necessary, completing inspections or information collection on behalf of operational crews who are unavailable due to operational commitments.
- Conduct Operational Intelligence visits to premises and sites presenting heightened or specialist risk, including but not limited to COMAH establishments, nuclear facilities, energy infrastructure, Battery Energy Storage Systems (BESS), lithium-ion battery facilities, wildfire risk locations, transportation hubs and other complex or emerging risk environments. Information gathered must meet national Operational Intelligence standards and be completed within agreed timescales.
- Gather, analyse and evaluate risk information from a variety of sources, ensuring Operational Intelligence records remain accurate, relevant and reflective of the current risk profile across communities and operational response areas.
- Act as a principal point of contact and subject matter expert for Local Senior Officer (LSO) areas, stations and departments on Operational Intelligence matters, providing advice, guidance and support relating to risk information gathering, validation programmes, data quality and Operational Intelligence processes.
- Support stations and management teams in the planning, prioritisation and delivery of Operational Intelligence validation and information gathering programmes, ensuring resources are directed towards areas of greatest operational need and identified risk.
- Prioritise workloads in accordance with national policy, local requirements and organisational priorities. This includes responding effectively to changing operational demands, emerging risks and urgent organisational requirements through the application of initiative, sound judgement and problem-solving skills.
- Identify gaps in Operational Intelligence provision, recommend practical solutions and support the continuous improvement of Operational Intelligence processes, products and services.
- Develop and maintain effective working relationships with external organisations, site operators, local authorities, Category 1 and Category 2 responders, infrastructure providers and partner agencies to support information sharing, risk understanding and firefighter safety.
- Represent the Operational Intelligence Department on internal and external working groups, task and finish groups, project boards, partnership forums and multi-agency groups, providing specialist expertise and contributing to the development of organisational policies, procedures and risk management initiatives.
- Provide technical advice to support the development, review and enhancement of Operational Intelligence information gathering methodologies, standards and documentation, ensuring that processes remain effective in addressing changing risk profiles and emerging threats.
- Contribute to the design, testing and implementation of new Operational Intelligence forms, systems and information gathering processes to ensure the effective capture of information relating to new and evolving risk types.
- Produce and maintain quality assurance reports and performance measures that support operational personnel, line managers and approving officers in the collection, validation and maintenance of high-quality Operational Intelligence information.
- Monitor Operational Intelligence performance and produce management information, reports and recommendations that provide visibility of compliance levels, outstanding work and areas requiring intervention at station, SDA and LSO level.

- Support the development and delivery of Operational Intelligence training programmes through one-to-one coaching, group training sessions, digital learning content, workshops and other learning methodologies, ensuring stakeholders are competent in the gathering, approval and operational use of intelligence.
- Continuously evaluate training methods and stakeholder feedback to identify opportunities for improvement, ensuring training approaches remain effective, relevant and aligned to organisational requirements and best practice.
- Act as a subject matter expert in Operational Intelligence, promoting the effective use of intelligence products and supporting operational personnel in understanding how risk information contributes to safe and effective incident command and operational decision-making.
- Maintain and develop professional competence through continuous professional development, expanding knowledge and understanding of emerging and evolving risks including Battery Energy Storage Systems (BESS), lithium-ion battery technologies, renewable energy infrastructure, wildfire behaviour, flooding, hydrogen technologies and other developing operational risk areas.
- Identify emerging risks, changing legislation, technological developments and industry best practice that may impact Operational Intelligence activities, making recommendations to ensure SFRS remains prepared for future challenges.
- Operate effectively with minimal supervision, often working independently across a geographically dispersed area while maintaining high standards of professionalism, accountability and service delivery.
- Support cross-functional working across SFRS departments including Resilience, Fire Investigation, Prevention and Protection, Operations, Training and Incident Command Development to ensure Operational Intelligence supports wider organisational objectives.
- Undertake any other duties of a similar nature and responsibility commensurate with the role as required.

ADDITIONAL INFORMATION

Essential Criteria

- Ability to work on own initiative with minimal supervision
- Good organisational skills and the ability to prioritise
- Proficient in the use of IT equipment and Microsoft Office
- Excellent verbal and written communication skills
- Full driving licence

Desirable Criteria

- Experience and knowledge of H&S legislation
- Understanding and application of the principles of dynamic/generic risk assessments
- Knowledge & understanding of operational fire service activities
- Knowledge of Incident Command System and decision making model
- Experience in conducting risk inspections of premises/processes
- Working knowledge of building construction and associated risks
- Recognise dangers of processes and or hazardous materials on premises

Post-Specific Criteria

- Requirement to travel
- Occasional need to travel/overnight stays away from home
- Security Check (SC) clearance level to work on sensitive sites

GENERAL RESPONSIBILITIES

- The post holder shall ensure that all duties of the post are undertaken in accordance with the Equality Act 2010, the Human Rights Act 1998, the SFRS's Code of Conduct, Dignity and Integrity at Work Policy and other policies designed to protect employees and service users from discrimination and harassment. It is the duty of the post holder to actively promote equalities, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards employees or service users
- To promote the health, safety and welfare of employees at work and of service users through the implementation of the Scottish Fire and Rescue Service's Health and Safety Policies in accordance with all relevant statutory requirements, leading by example
- To protect the confidentiality at all times of customers, partner organisations, and other third parties, where applicable by ensuring that reporting employees comply with the organisations Acceptable Use Policy and Handbook

TERMS AND CONDITIONS

JOB TITLE	**Operational Intelligence Operator** **Prevention**
LOCATION	**SFRS Headquarters, Westburn Drive, Clydesmill Industrial Estate, Cambuslang G72 7NA**
CONTRACT STATUS	**Permanent**

HOURS OF WORK

This is a full-time post however applications from individuals seeking to work on a part time, job share, or flexible working basis would be considered.

The standard working week for support staff posts is 35 hours.

The standard work pattern for support staff is as follows;

Monday – Thursday 0845 – 1645
Friday 0845 – 1530

There is a 45 minute unpaid lunch per day.

In order to maintain service delivery until 1645 on Fridays, your work pattern may be adjusted locally to provide this cover within your Directorate or Section. This arrangement is based on any rota applicable within your workplace.

PAY

The salary range for this role is £31,762 - £33,344.

Salary on appointment will normally be on the bottom point of the salary scale, with progression subject to regular review in line with the SFRS performance appraisal arrangements. A higher salary placing will be considered in exceptional circumstances subject to experience demonstrated.

Your salary will be paid monthly, directly into your bank account. Salaries are paid on the second last day of each calendar month unless this falls on the weekend, in which case it will be paid on the Friday.

PENSION

This post is pensionable.

His Majesty's Revenue & Customs have set limits on the tax relief on your pension. Where your pension entitlements increase and these exceed the tax relief limits set, you will have to pay tax on the excess. There are two thresholds to be aware of. One of which is known as the Annual Allowance (AA) which permits a maximum increase in the value of your pension in a given year. The other is the Lifetime Allowance (LTA) which limits the total value of your overall pension pot. If either of these thresholds is breached, this may lead to an increased tax liability.

Applicants seeking promotion should therefore recognise the potential for any substantial increase in pensionable pay to result in an additional tax liability.

The calculation of your pension pot is subject to a complex calculation that allows for factors specific to each employee to be taken into consideration.

It is therefore not possible, or appropriate, for SFRS to issue you with advice on this. All applicants are advised to take the effects of the AA or the LTA into consideration when applying for promotion.

If you are concerned that you may exceed these limits if you are successful in applying for a promotion, it is strongly recommended that you seek independent financial advice in respect of the potential impact of this upon your personal financial position.

Advice on Pensions and Taxation can also be accessed through the following links:
Tax on your Private Pension
Local Government Pension Scheme

ANNUAL LEAVE

The standard annual leave entitlement for full time employees is 28 days, rising to 34 days after 5 years continuous service. Additional leave will commence in the leave year following completion of 5 years' service.

PUBLIC HOLIDAYS

There are 6 fixed public holidays, designated by the SFRS for support staff.

THE SELECTION PROCESS

ONLINE APPLICATION

Please ensure that you complete the on-line application as fully as you can. It is important that you demonstrate how you meet the essential and desirable criteria outlined within the Job Description.

SHORTLISTING & INTERVIEW

Hiring Managers have autonomy to conduct selection processes and interviews for this role as they feel appropriate, linked to the needs/requirements of the role and how important our culture is within the Scottish Fire and Rescue Service. This may be competency-based and include a discussion on your CV and the role applied for. To help you perform at your best during our selection process, you should review the behaviours and expectations outlined in the Job Description and reflect on how you have demonstrated these in your previous roles. In particular, we encourage you to reflect on how your experience aligns with the Scottish Fire and Rescue Service values of Safety, Teamwork, Respect and Innovation in your day-to-day work as these values underpin everything we do and are central to effective performance within the Service. Preparing thoughtful, well-evidenced examples in advance will help you present yourself confidently and effectively throughout the selection process.

ROLE SPECIFIC ASSESSMENT

The SFRS endeavor to identify and select the best candidate for each role and use assessment tools e.g. Psychometric tests or practical exercises such as presentations or a written exercise, to offer further objective information about a candidates' abilities in relation to the role applied for.

The tests give a measure of your strengths/limitations. Research has shown that people who do well in these tests go on to do well in the job itself.

For further help and preparation tips relating to psychometric tests, you can click on the following link, where you will be able to practice different types of ability and personality tests; Practice Tests. Alternatively, you can do a Google search for different types of tests.

As you progress through the selection process, you will receive more detail about any tests you may be asked to complete.

OFFER

If successful we will issue an offer of appointment. The offer of appointment will be conditional and subject to the following pre-employment checks: -

→ Confirmation of Right to Work in the UK

In line with the Immigration, Asylum & Nationality Act 2006, all candidates applying for SFRS roles must be eligible to live and work in the UK. Documented evidence of eligibility will be requested from candidates as part of the selection process and will require to be checked and verified.

→ Medical

Candidates are either requested to attend a pre-employment medical examination or complete a pre-employment medical questionnaire; both are subject to approval from our Health and Wellbeing Team.

We expect high levels of attendance from our employees. As part of the medical process we ask you to provide details of your attendance at work in the previous year. Absences of more than 10 working days may be investigated further with due consideration given to the timescales and reasons for these absences.

→ Receipt of satisfactory references.
When completing the application form, you will be asked to include details of two referees. We recommend that you obtain the approval of any individual whose details you input into this section. If we do not receive references timeously this may affect your start date and appointment with the SFRS.

The referees should be two individuals who have known you for at least 12 months and who know you in a work capacity or can comment on your ability to carry out the role applied for. At least one of these should be from your current employer, where possible, providing you have been employed with them for a period of at least 12 months prior to submitting your application. The referees should not be related to you in any way.

Referees will not be contacted unless a formal Offer of Employment is made.

→ Criminal Record Check
Dependent on the nature of the post, it may be necessary to undertake a criminal record check. This may be a standard, enhanced or PVG disclosure. The SFRS will pay the required fees associated with the criminal record check.

Further information on the Disclosure process can be found at www.mygov.scot.

Should any of the above stages not be fully satisfied, the conditional offer of employment may be withdrawn or deferred for review of individual circumstances.

DISABILITY
The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

"Essential criteria" means you must meet the essential criteria as detailed in the advert and job description. This will be specific to each role and may include a minimum level of role/grade, relevant qualifications, skills or experience, essential to the role.

As part of the application, you will be given the opportunity to specify your disability/SpLD and outline any special requirements or reasonable adjustments you require.

As a corporate parent, SFRS have also introduced a Guaranteed Interview scheme for care experienced people. Irrespective of other criteria, such as age, the disclosure of a care experienced background would automatically move an applicant from application stage to interview stage where the candidate meets the essential criteria for the role.

DIVERSITY MONITORING
The SFRS values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity questionnaire will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

CARE EXPERIENCED

'Care Experienced' includes anyone who has been or is currently in care or from a looked-after background at any stage of their life, no matter how short. This care may have been provided in one of many different settings such as in residential care, foster care, kinship care or looked after at home with a supervision requirement. Please complete our online questionnaire when applying for the post confirming if this applies to you.

KEEPING IN TOUCH

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you keep your personal details updated at all times and that you regularly check your e-mail account and spam folder.