**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Crew Manager (Control) - Training & Policy |
| **Job Reference** | 17792 |
| **Grade and Salary** | Crew Manager (Control) in accordance with NJC pay scales |
| **Service and Team** | Suffolk Fire and Rescue Service, Fire Control |
| **Location** | Beacon House, Landmark Business Park, Ipswich, Suffolk, IP1 5PB |
| **Hours per week** | 42 – Day duty |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

In addition to the core function of emergency call handling, mobilising, and incident management activities, this role will support the Day Duty Watch Manager in the design and delivery of control specific training, policy and processes, providing guidance and support to watch members to ensure the services’ standards are achieved.

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| **About the role** |

Reporting to the Day Duty Watch Manager, this role is based within the control team as part of the wider Organisation Risk and Improvement service area.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Support the delivery of training to control and the wider organisation.
* Develop fire control specific policy and procedures involving all key stakeholders.
* Manage control and resourcing systems, including configuration and resolving operational system issues.
* Work with other departments, providers and end users to ensure any changes to systems are implemented in a controlled and efficient manner.
* Responsible for data transfer and integrity, including security, accuracy and reporting procedures.
* As required support the Watch Manager by contributing to the management of the watch by identifying key work areas and supervising watch personnel.
* Maintain and manage local compliance with all service policy, guiding frameworks, and legal requirements.
* Monitor and accurately record and store required information. This includes system administration and ensuring current versions of documentation are available.
* Manage and monitor the health and safety of self and others at work.
* Mentor, develop and assess personnel to the required standard and manage recording systems in accordance with service policy.
* Attend training courses and meetings as required and take responsibility for personal performance and development.
* Carry out and take part in personal development reviews as required, developing and supporting watch personnel in accordance with service policy.
* Assist in the planning and training of watch personnel.
* Deputise in the absence of the watch manager.
* Contribute to implementing the organisations policies in relation to Absence Management, Discipline, Welfare etc.
* Supervise emergency calls and monitor mobilisation of resources.
* Liaise with key agencies and other blue light partners as required.
* Maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role.
* Support and promote equality and diversity, respect and dignity for all staff and members of our local communities in line with WEASPIRE values.
* Monitor and maintain station resources and personnel through service systems.
* Hold meetings with relevant stakeholders, both internally and externally.
* Conduct investigations and report on events to inform future practice.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Current or former competent, substantive Fire Control Operator or role above. (Essential)
2. Recognised health and safety qualification. (Desirable)

**Values and personal qualities**

1. Ability to understand differing team cultures and promote a positive work environment by upholding the organisational values and behaviours.
2. Champion equality, diversity and inclusion and employee health, safety and wellbeing.
3. Ability to engage, influence, enable and motivate others both within the organisation and externally.
4. Demonstrates excellent analytic/problem solving skills.
5. Co-ordinates many tasks simultaneously and maintains a high degree of accuracy and attention to detail.
6. Manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations.
7. Maintains a calm, confident, controlled, and focused attitude in highly challenging situations.
8. Excellent interpersonal skills.
9. Excellent listening skills; speaks and writes clearly and concisely with good command of English.
10. Committed to excellence and continuous improvement.
11. Manage and maintain an active awareness of the environment to promote safe and effective working.
12. Demonstrable commitment to continuous professional development.

**Specialist knowledge skills and experience**

1. Experience of using keyboard skills to input data to a high degree of accuracy.
2. Experience of working within a dynamic, highly pressured, risk centred environment whilst making effective decisions and delegating appropriately.
3. Experience of providing a high quality, professional service to customers, taking ownership of enquiries and finding solutions.
4. Experience of delivering a high standard of customer care to manage customer and service expectations.
5. Experienced in the use of ICT Command and Control systems including Radio communications.
6. Experience of managing resources efficiently and effectively monitoring and maintaining the required standards.
7. Experience of engagement with partners or groups.
8. Experience of implementing policy with an awareness and commitment to Service objectives.
9. Experience of implementing and ensuring adherence to equality, diversity, and inclusion; training and education; health, safety, and wellbeing; and values and behaviours.
10. Experience of managing workloads and project.

**Rolemap of National Occupational Standards**

* Lead the work of teams and individuals WM1
* Maintain activities to meet requirements WM2
* Manager information for action WM3
* Take responsibility for effective performance WM4
* Support the development of teams and individuals WM5
* Investigate and report on events to inform future practice WM6
* Lead and support control operations to resolve operational incidents WM8

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **Our Core Code of Ethics** |



At Suffolk Fire and Rescue Service, the Core Code helps every member to act in the right way in our service to the public and towards each other. The Core Code applies to everything we do. It will help us to continue to do our jobs professionally and to the best of our ability.

Visit the [**NFCC Core Code of Ethics page**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/) for more information.

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.