**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Crew Manager (Training, Learning and Development) |
| **Grade and Salary** | Crew Manager in accordance with NJC pay scales |
| **Service and Team** | Suffolk Fire and Rescue Service, People and Resources |
| **Location** | Service wide, based at Wattisham Training Centre |
| **Hours per week** | 42 |
| **Status** | Temporary and Permanent |

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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** |

To facilitate and support the development of teams and individuals, across Suffolk Fire and Rescue Service (SFRS), through the efficient and effective provision of training and development. Support local and centrally coordinated learning and development activity, and act as a point of contact for advice in support of training delivery.

To ensure compliance with service policies and procedures achieving effective and efficient performance.

Contribute to the planning and delivery of the objectives of the Fire and Rescue Service on behalf of the Authority and Strategic Management team in line with the National Framework, the Fire and Rescue Services Act and local priorities.

Manage to achieve the health, safety and welfare of all personnel in all circumstances.

To efficiently and effectively carry out the duties described below.

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

* To assist in the Fire and Rescue Service transformation and improvement programme, embedding a high performance culture to achieve high quality service at affordable costs. Support the development, implementation and management of devolved activities within Service business plans.
* To contribute to effective partnerships and encourage close working relationships with local organisations and other Fire and Rescue Services.
* To ensure the Service operates within the legal framework and in line with latest technical developments and best practice.
* Support the Equality and Inclusion agenda both internally and externally.
* Support the Training and Development (TL&D) Station Manager and Watch Manager to ensure operational staff are safe, professional and competent, ensuring auditable training and development systems are utilised and complied with.
* Manage own time to ensure service needs are met and achieve performance standards for quality, meeting deadlines and statistical returns.
* Upholding the highest standards of appearance, bearing, confidentiality, courtesy and professionalism consistent with SFRS policy and values.
* Evaluate and reflect on own skills and knowledge and undertake identified training to maintain skills and knowledge. Participate in development activity relevant to role.
* Clean and maintain TL&D materials and resources and use in the most cost-effective and economic manner.
* Maintaining operational competence and providing operational fire cover, when necessary, for the effective resilience of the service in accordance with WM 7 where relevant.
* Attending all training courses and events as necessary to carry out their role in both training and operational functions.
* Ensure compliance with Health and Safety Regulations.
* To provide a Service management commitment.

**Day to day tasks may include:**

* Work closely with, and support, TL&D Watch Manager with development and delivery of learning and development work streams, in accordance with national guidance, the incident command system and other relevant codes of practice and legislation, when appropriately delegated.
* Ensure readiness of TL&D resources and equipment, including relevant record keeping. Monitor the use of resources and make recommendations to procure items as required, reporting defects and following up as necessary.
* Ensure TL&D premises security & cleanliness.
* Follow health and safety accident and near miss reporting procedures including initial reports and investigations as required. Act upon investigation outcomes.
* Act as a Service representative at meetings as appropriate, locally and more widely, and champion the Service when dealing with guests, and partner agencies.
* Using methods relevant to the task, ensure training is developed and delivered to maintain the competence of personnel across the Service. Respond to and report poor performance, ensuring provision of guidance, support and direction where necessary. Assess Service personnel in line with service requirements, provide feedback and identify further individual development needs. Ensure all training is recorded and auditable.
* Set objectives, monitor and review progress with learners, identifying and dealing with any barriers to learning.
* Use feedback as a learning tool and represent the department at incident debriefs.
* Acts as a SFRS workplace assessor to support the development of people
* Evaluate all training and development activity, provide constructive feedback and act on feedback received.
* Lead, motivate and support personnel as required. Act as a role model, setting high standards for oneself and other personnel.
* Assume the relevant aspects of management including preparedness and availability of equipment, personnel management and leadership.
* Contribute to quality assurance processes.
* Ensure the health, safety and welfare of all personnel.
* Manage personnel issues and ensure fairness, equality and diversity values are applied at all times.
* Assist with the recruitment and selection processes for Service personnel, under the guidance of the Vocational Development Manager.
* Receive and respond to communications.
* Undertake other duties appropriate to the role as may be required

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. Relevant professional qualification or evidence of professional development.
2. Eligible for promotion in line with Suffolk Fire and Rescue Service Development and Progression Guidance Document.
3. CCMI / ICL1.
4. Substantive and competent Firefighter in accordance with NJC agreed role map – evidence-based experience in the role of Incident Manager.
5. Institution of Fire Engineers level 3 Certificate or higher. (Desirable)

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) values.
2. Passionate about making a positive difference for Suffolk.
3. Commitment to Diversity and Integrity – embraces and values diversity and
4. demonstrates a fair and ethical approach in all situations.
5. Openness to change – proactively supports change, adjusting approach to meet
6. changing requirements.
7. Confidence and Resilience – maintains a confident, controlled and focused attitude
8. in highly challenging situations.
9. Working with Others – leads, involves and motivates others both within the Fire &
10. Rescue Service and in the community.
11. Effective Communication – communicates effectively both orally and in writing
12. Commitment to Development – committed and able to develop self, individuals,
13. teams and others, to improve organisational effectiveness.
14. Problem Solving – understands and applies relevant information to make
15. appropriate decisions and create practical solutions.
16. Situational Awareness - maintains an active awareness of the environment to
17. promote safe and effective working.
18. Commitment to Excellence – Leads others to achieve excellence by the
19. establishment, maintenance and management of performance requirements.
20. Planning and Implementing – creates and implements effective team plans in line
21. with organisational objectives.
22. Have a thorough understanding and commitment to the Services visions, values and aims.

**Specialist knowledge skills and experience**

1. A good understanding of operational Fire and Rescue issues.
2. Ability to assist with planning and review for Response Command to achieve maximum benefit from resources.
3. Ability to respond and adapt to changing needs and prioritise resources, accordingly, ensuring all resources are managed effectively and efficiently.
4. To support change in a large and complex organisation, demonstrating the ability to obtain acceptance / agreement, and effectively influence behaviour change to achieve desired outcomes.
5. A commitment to, and evidence of, continuous professional development.
6. To support partnership working relationships with other organisations - locally, regionally and nationally - to ensure the provision of services to the citizens of Suffolk.
7. Good communication skills - verbal, written and presentational - to convey varied information to wide variety of stakeholders.
8. Have a thorough understanding and commitment to Service values and aims.
9. Good understanding of service delivery across the public sector with a political awareness and understanding of local government.
10. Ability to support project management and contribute to project outcomes.
11. Ability to lead, motivate and develop staff in an increasingly performance-focused organisation and manage performance effectively.
12. A credible and resourceful individual who can encourage others by example and inspire confidence through what they do and how they do it, rather than relying on position or profession.

**Additional requirements**

1. Ability to travel around the county (lone working) to different locations using service vehicles is essential.

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** |

You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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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.