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| **Job details** | |
| **Job title** | Group Manager - Control |
| **Job Reference** | 20113 |
| **Grade and Salary** | Group Manager (Control T&Cs) In accordance with NJC pay scales |
| **Service and Team** | Suffolk Fire and Rescue Service, Response-Control Room |
| **Location** | Suffolk |
| **Hours per week** | 42 hrs per week |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working compressed hours (e.g. a nine-day fortnight)* * *Use of flexitime / time off in lieu* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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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 assist the Area Manager Response by contributing to the development and delivery of the strategic approach to the deployment of Fire and Rescue Service resources on behalf of the Authority and Strategic Management team in line with the National Framework, the Fire and Rescue Services Act and local priorities: ensuring that the resources, systems and procedures within a district are resilient and consistently focused on the provision of high quality services to the people of Suffolk.

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

**Main Activities and Responsibilities:**

* Implement the strategic direction of people management as directed, ensuring effective working relationships, and supporting the Equality and Inclusion agenda both internally and externally. Ensure operational staff are safe, professional and competent.
* 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.
* Assume responsibility for the development, implementation and management of devolved “lead” activities within the Service Plan and District Business Plan.
* To contribute to and where appropriate identify and help build effective partnerships to encourage a close working relationship with local organisations and other Fire and Rescue Services with a view to improving quality and efficiency.
* To ensure the Control room operates consistently within the Service within the legal framework and in line with latest technical development, best practice and policy.
* To provide an operational and service management commitment within the functions of Fire Control.

**Post Specific Responsibilities:**

* Manage the control room function and delivery of service in accordance with the role map below.
* To lead on, organise, run and monitor the Control Resource Management function and Officer flexi rota, including management of and delivery of functions relating to relevant Gartan products
* Provide leadership within the Service delivery department ensuring the highest levels of operational readiness for intervention are maintained. Ensure personnel and appliance availability is maximised and the correct interventions are made in terms of weight of response, type of appliance, and correctly trained and equipped personnel.
* Provide guidance to managers to ensure the consistent day-to-day management of the function in accordance with Service and SCC Policy. Ensure Control management is efficient, effective and matched to the allocated physical and financial resources.
* Ensure effective performance management of the department with suitable systems in place to capture performance information.
* Work with recruitment team following personnel identification requirements, Scope and write JPPs and subsequent advertisements. Work with recruitment throughout selection process to identify potentially suitable candidates.
* Embed requisite processes for ensuring regular and continuous planning, trend analysis, performance management, exception handling, monitoring continuous improvements, forecasting and financial modelling for the functions with input from the Senior Leadership Team and by liaison with IT teams (SFRS Fire I.T. and SCC I.T.) around Control system requirements.
* Liaison with IT teams (SFRS Fire I.T. and SCC I.T.) to support implementation of and compliance with appropriate standards for Control information systems, security, and technology in accordance with all relevant legislation, internal and external audit requirements.
* Maintain and where appropriate improve arrangements for meeting statutory Health & Safety responsibilities, improve performance by improving Health, Safety & Wellbeing Culture.
* Work with stakeholders and partners to reduce the risk to people and damage to property and the environment.
* Project scoping documentation to be completed. Representation and leading as required at Project Management Boards. Subsequent completion of further and ongoing project documentation / liaison with Project Team. Budgetary planning for project / liaison with Finance.

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**

* Relevant professional qualification or evidence of professional development.
* IFE Level 3 Diploma.(Desirable)
* Chartered Institute of Management or Corporate Membership of the Institution of Fire Engineers. (Desirable)

**Values and personal qualities**

* Demonstrates a passion for making a positive difference for Suffolk.
* Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
* A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
* Strives to continuously improve in everything they do, taking the initiative to learn and develop.
* Brings creativity into their work through innovation and openness to change.
* Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

* A thorough understanding of operational Fire and Rescue issues
* Ability to command or assist with large scale incidents and coordinate the response to emergencies, understanding and experience of operational risk management practices
* Ability to plan and review the delivery of services to achieve maximum benefit from resources
* Ability to respond and adapt to changing needs and prioritise resources accordingly ensuring that all resources are managed effectively and efficiently so that service levels can be maintained and improved.
* To manage and develop new ways of working and manage change in a large and complex organisation demonstrating the ability to obtain acceptance / agreement, and effect behaviour change and to influence effectively to achieve desired outcomes.
* To assist with the management and development of the wider networks and partnerships that the Service needs to enhance its services to the citizens of Suffolk, engaging in dialogue with relevant service partners and service regulators
* A commitment to and evidence of continuous professional development.
* Support operational incidents, take command and / or assume a functional role within the control room command structure.
* To help build strong partnership working relationships with other organisations locally, regionally and nationally to ensure the provision of services to the citizens of Suffolk.
* High level of communication skills: verbal, written, presentational to convey varied and complex information to wide variety of stakeholders
* Good understanding of service delivery across the public sector with a political awareness and understanding of local government and the issues affecting its future. Understanding of the political context and environment in which local government and its partners operate.
* Demonstrable project management and process management skills.
* Ability to lead, motivate and develop staff in an increasingly performance-focused organisation and manage performance effectively.
* 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.
* Represent the Area Manager on Committees and Working Groups and carry out research and project work as required.
* Assist with negotiation and consultation with Representative Bodies as required.

**Additional requirements**

* Able to demonstrate the individual elements of the Role Map detailed below.

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| Group Manager Role Map (including AM elements) | |
| **Ref** | **Title** |
| **EFSM 2** | **Lead, monitor and support people to resolve operational incidents.**  **Review and determine incident status**  To attend operational incidents in accordance with SFRS Incident Command Policy. Review of incident type, status and progress and analysis of implications to the community and resources.  **Assume responsibility and implement action to support those involved in the incident**  Formulate a plan to resolve incidents relevantto the incident type by assuming command or providing strategic supportat the incident or from Incident Command Room(s).  **Debrief following resolution of Incident**  To attend operational incidents as a support Officer to perform audit and validation duties pertaining to operational and tactical procedures and submit reports. Conduct structured debriefs following incidents relevant to the role at the incident. |
| **EFSM 5** | **Plan implementation of organisational strategy to meet objectives.**  **Develop and agree policies and processes to support achievement of**  **organisational aims and objectives**  To identify and consult with key stakeholders, both internal and external. Review of existing policies and practices, consultation and collation of data to support the implementation planning process. |
| **EFSM 6** | **Implement organisational strategy.**  **Allocate roles and responsibilities for implementation of strategic plans** This includes preparation of a detailed breakdown of theService Plan, related resource requirements, a gap analysis and reviewof alternative sources of resources.  **Delegate and provide support to those who will undertake implementation**  Delegation of duties relating to the implementation of the organisational strategy based on skills, competence, responsibilities and level of authority. This includes ensuring that personnel have the relevant support, training and competence to undertake delegated duties.  **Maintain effective working relationships with those who can assist with implementation of the Strategic Plan**  Consultation, liaison andnegotiation with all key stakeholders involved in the implementation of theBusiness Plan. It includes ensuring that people have the relevant support,training and competence to undertake delegated activities. |
| **EFSM 8** | **Lead organisational strategy through effective decision-making.**  **Obtain information required to enable effective decision-making**  This includes the collation of information from a wide range of sources toaid strategic decision-making, the analysis of data and generation ofoptions for strategic action. |
| **EFSM 9** | **Implement and manage change in organisational activities.**  **Identify opportunities for improvement in activities**  This includes the need to monitor activities within areas of responsibility, consider the trends in SFRS which may prompt improvements for change and encourage team members to suggest improvements.  **Evaluate proposed changes for benefits and disadvantages**  The comparison of current practice with what is being proposed and analysis of the implications of change. This will include consideration of previous experience of improvements and the possible future circumstances which may affect proposals.  **Plan the implementation of change in activities**  To consult with all those involved and plan the changes; identify the likely obstacles, devise strategies to overcome these obstacles and make a clear and persuasive case for improvements.  **Agree the introduction of change**  Present plans and case for change to the relevant people and negotiate any modifications to plans.  **Implement changes in activities**  Ensure everyone involved is well informed and that sufficient resources are allocated. Monitor and evaluate the change and make any necessary refinements to your plans. Finally, ensure that the quality of work is maintained throughout the period of change. |
| **EFSM 11** | **Determine effective use of physical and financial resources.**  **Allocate resources to meet service delivery needs**  Through the review of the service plan objectives, review of current resource utilisation and analysis of resourcing options.  **Make recommendations for expenditure**  Preparation, submission and management of budgets within areas of responsibility, including the negotiation and preparation of contingency plans to deal with actual and potential shortfalls.  **Control expenditure against budgets** – Management of financial resources and regular reporting on financial allocation and utilisation. |
| **EFSM 13** | **Select personnel for employment.**  **Identify personnel requirements**  As required, provide information relating to required personnel and the skills required. Produce job descriptions or selection criteria, in consultation with the HR Department.  **Select required personnel**  Participation in assessments and interview panels, at the appropriate level under the relevant procedures on recruitment and selection. |
| **EFSM 14** | **Manage the performance of teams and individuals to achieve objectives.**  **Allocate and delegate work to teams and individuals**  Ensure tasks and responsibilities are distributed to relevant personnel. Provide opportunities for personnel to learn and develop their roles to be clear about what is expected of team members, and to prioritise objectives or reallocate resources while minimising the disruption this may cause.  **Agree objectives and work plans with teams and individuals**  Set out and agree objectives and work plans which are consistent with the Corporate Plan, associated department plans and policies. Explain ways of working in sufficient detail for personnel to understand their objectives and responsibilities. Update objectives and work plans in the light of progress and changes. Maintain effective liaison with staff representatives.  **Assess the performance of teams and individuals**  Making clear the reason for monitoring and assessing personnel and their performance. Encourage personnel to evaluate their own performance whenever possible. Evaluate their performance against clear, agreed criteria, taking into account organisational constraints and personal circumstances.  **Provide feedback to teams and individuals on their performance**  Regular feedback based on an objective assessment of performance must be given to personnel. Acknowledge achievements and make constructive suggestions and provide encouragement. Maintain confidentiality and give personnel the chance to respond to feedback and suggest how they could  improve their performance in the future.  **Resolve performance issues with teams and individuals**  Achieved through Department/Team and Individual meetings, identifying training needs and dealing with under performance in accordance with conduct and capability procedures. |
| **EFSM 15** | **Develop teams and individuals to enhance work-based performance.**  **Identify the development needs of teams and individuals**  Giving team members the opportunity to identify their own development needs. Seeking specialist advice where necessary  **Plan the development of teams and individuals**  Identifying development objectives, resources and timescales to plan the development of individuals and teams.  **Develop teams to improve performance**  Selecting and organising activities which support the Annual Business Plan. Provide personnel with equal access to these activities and demonstrate individual commitment through personal support and involvement.  **Deliver individual learning and support for development**  Identifying the support individuals need, monitor their progress and provide feedback at appropriate times. Deal with problems and obstacles to learning which individuals may have.  **Evaluate the development of teams and individuals**  Using the performance review process, assess progress against allocated tasks and enable individuals to contribute fully to their own assessment. |
| **EFSM 16** | **Manage yourself to achieve work objectives. Implement personal development plan to continuously improve personal performance.**  **Organise and structure personal work activities to achieve objectives**  Achieved through planning and managing work load and the development of an annual business plan. Allocation of work activities with regular monitoring and feedback.  **Develop and continuously improve productive working relationships**  Building effective communication and working relationships with others. To continually assess and review working environment, service and community needs locally and nationally.  **Implement personal development plan to continuously improve personal performance**  Agreeing objectives for development with those able to support your development. Taking personal responsibility for development and seeking opportunities to improve performance. |
| **EFSM 17**  **(Optional)** | **Advise on development and implementation of quality policies and practice.**  **Advise and support on the development of quality policies**  Through research and development of issues to ensure production of policy and procedures, which link into the strategic aims and objectives of the Service.  **Advise on strategies to implement quality policies**  This includes evaluating alternative strategies and presenting your recommendations to relevant people. Need to clarify and emphasise the role of personnel in implementing policy and assist in the design systems for controlling processes. Monitor how well the quality policy is implemented and make recommendations for improvements where required |
| **EFSM 19** | **Monitor compliance with quality systems.**  **Plan to audit compliance with quality systems**  Agree the scope and objectives of the audits. Agree a programme of audits which prioritise areas of greatest risk and develop personnel to carry out the audits. Identify non-compliance and assess risk to organisation  **Implement the audit plan**  Allocation of audits to personnel. Provide support if required, report on progress and make any necessary adjustments to the audit process.  **Report on compliance with quality systems**  Evaluate the results of quality audits. Report findings, advise personnel of risks associated with any non-compliance found. |
| **EFSM 20** | **Exchange information to ensure effective service delivery.**  **Plan and chair meetings to aid decision-making**  This includes determining the necessity, purpose and objectives for meetings and preparation of agendas. It includes management of the meetings where necessary to ensure that these keep to schedule, meet objectives and provide a productive forum for information exchange.  **Participate in meetings relating to service delivery**  This includes preparation and participation in a range of meetings and contributing to information exchange and decision-making. |
| **EFSM 23** | **Agree project plan to meet specified objectives.**  **Propose and Manage projects relevant to area**  **Agree the project’s scope and definition with the sponsor**  Clarification with project sponsor relating to goals, constraints, benefits, andquality and success criteria. Awareness of any contingencies and risksassociated with the project. Assess the project’s feasibility and negotiateany necessary amendments to the scope and definition.  **Develop plans to achieve the project’s goals**  Involvement of relevant people in developing plans which are consistent with the project’s scope and definition. Ensuring that the project’s schedule, links and dependencies, handover procedures, monitoring and evaluation methods are clear.  **Establish the project’s resources and control methods**  Establishment of methods for obtaining required resources and provide for clear lines of responsibility and accountability, and that reporting, control and communication are in place. |

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** |

Due to the nature of this role, you will require a driving licence. A vehicle will NOT be provided.

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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** |

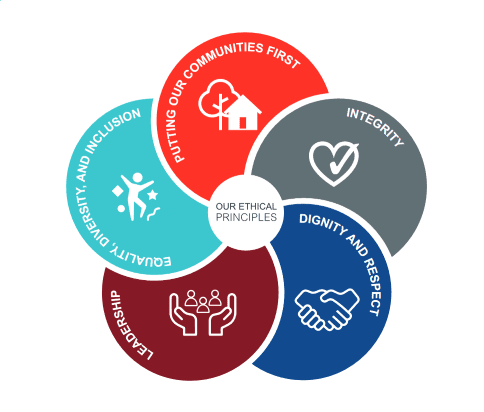
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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

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.