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| **Job details** | |
| **Job title** | On-Call Crew Manager |
| **Job Reference** | 20394 |
| **Grade and Salary** | In accordance with NJC pay scales |
| **Service and Team** | Suffolk Fire and Rescue Service, Fire and Public Safety, Response |
| **Location** | Holbrook Fire Station |
| **Status** | **Permanent and Temporary** |

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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 Watch and Station Managers Response Command by assuming the relevant aspects of the management of a whole time Watch/ Section and associated station activities including emergency response preparedness and availability, personnel management and leadership. Support the On Call duty system, contributing 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. To ensure compliance with service policies and procedures achieving effective and efficient performance. Manage to achieve the health, safety and welfare of all personnel in all circumstances. Contribute to the delivery of the Service Plan objectives and Community Safety Strategy priorities plus Station/District Plan objectives including the responsibility to reduce risk and promote public safety.

* Create and encourage effective working relationships and support the Equality and Inclusion agenda both internally and externally.
* 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 the Response Command Business Plan.
* To contribute to effective partnerships and encourage close working relationships with local organisations and other Fire and Rescue Services with a view to improving quality and efficiency.
* To ensure the Service operates within the legal framework and in line with latest technical developments and best practice.

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

1. **Operational Incident Management and Supervision:** To assist the Watch Manager with incident management and undertake the command of a Watch/Section including responding to, taking command of and resolving operational incidents in accordance with operational guidance and the incident command system when appropriately delegated.

* Apply the incident command system (ICS) at all incidents
* Manage appropriate to your role level given the incident size and the incident command structure in place.
* Follow appropriate fire ground Operational Guidance documentation.
* Ensure the health, safety and welfare of all personnel and persons affected by fire and rescue service activities.
* Liaise with relevant persons and other services.
* Report accidents and near misses.
* Conduct / contribute to incident reporting including fire investigation.
* Provide feedback and de-brief personnel following incidents.

1. **Resource and Station Management:** Assist the Watch Manager and liaise with other members of the Station, District Management Team and other Service Departments to ensure physical resource requirements are properly identified, planned for, obtained and monitored in order to maintain continuous effective delivery of services

* Ensure the operational availability of station appliance(s), resources and equipment generally.
* Ensure test regimes are applied to maintain operational availability and that records are completed correctly.
* Receive and respond to communications and direction via electronic and hard copy, including e-mails and Service Bulletin communication.
* Monitor the use of resources and make recommendations to procure items as required.
* Report station defects, monitor defects and follow up as necessary.
* Ensure station premises security & cleanliness.
* Be responsible for station petty cash impress account where appropriate.
* Follow health and safety accident and near miss reporting procedures including initial reports and investigations as required. Act upon investigation outcomes.
* Act as the station representative when dealing with members of the public and representatives of other services.

1. **Community Safety:** Provide effective leadership, assist with the development and implementation of work plans for personnel for whom you are responsible so as to ensure individual, command and organisational objectives are met.

* Take action to achieve the objectives of the station plan in line with the Service Plan and the Community Safety Risk Reduction Strategy.
* Contribute through line management to the formulation of the station plan.
* Carry out post incident ‘hot spot’ initiatives.
* Actively seek to deliver community safety / risk reduction advice.
* Arrange the delivery of community safety advice in all circumstances including visits, presentations and home fire safety checks.
* Liaise with other agencies to deliver community safety advice.
* Conduct inspections in accordance with strategies and safety legislation.

1. **Training:** Organise regular training for the Watch/Section and On-Call personnel ensuring that competence of personnel is maintained and auditable.

* Organise & supervise the delivery of all required training to those personnel under your supervision as directed. Including risk critical and modular training to ensure development toward competency or the maintenance of competency.
* Assist the service training needs assessment process.
* Ensure training is delivered to achieve watch / station benchmark levels.
* Ensure training is delivered to achieve and maintain the competence of personnel required to operate station appliances and equipment appropriate to that station.
* Deliver training to address training needs identified.
* Ensure personnel are familiar with local risks through familiarisation visits, review of risk information and relevant training.
* Ensure the managed development of all personnel through the relevant policies and procedure. Respond to and report poor performance; ensure provision of guidance, support and direction where necessary.
* Assess performance against stated standards.
* Monitor the recording of all station / watch level and individual training records.

1. **Management of Personnel:** Assist the Watch Manager and liaise with other members of the Station, District Management Team and other Service Departments in order to maintain the overall effectiveness of the Service and the progress of Service/Business Plan activities.

* Lead, motivate and support personnel.
* Manage personnel to achieve directed crewing levels, to include the management of leave, sickness and course attendance.
* Ensure the health, safety and welfare of all personnel.
* Ensure fairness, equality and diversity is applied in management.
* Report conducts and capability concerns at station / watch level.
* Ensure that all personnel management records are accurate and maintained up to date.
* Inspect to ensure the acceptable condition of PPE and maintain records.

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.
* Competent Crew Manager in accordance with NJC agreed role map – evidence-based experience in the role of Incident Manager.
* Promotions only; Compliance with DPGD criteria.
* Institution of Fire Engineers level 3 Certificate. (Desirable)
* CM/WM Assessment Centre Pass. (Desirable)
* Crew Manager Development Pathway Folder Group A units IQA’d and signed off from TLD (for permanent promotion).

**Values and personal qualities**

* 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.
* Passionate about making a positive difference for Suffolk.

**Specialist knowledge skills and experience**

* A good understanding of operational Fire and Rescue issues.
* Ability to assist with planning and review to service delivery 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 support 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.
* A commitment to and evidence of continuous professional development.
* IOSH or NEBOSH – Managing Safely or General Certificate. (Desirable)
* An Instructor Qualification such as; BAI, RTCI, CFBTI, TVI, SWRTI, AWAHI. (Desirable)
* To support partnership working relationships with other organisations locally to ensure the provision of services to the citizens of Suffolk.
* Good communication skills: verbal, written, presentational to convey varied information to wide variety of stakeholders.
* To have a thorough understanding and commitment to the Services visions, values and aims.
* Good understanding of service delivery across the public sector with a political awareness and understanding of local government.
* Ability to support project management and contribute to project outcomes.
* Ability to lead, motivate and develop staff in an increasingly performance-focused organisation. Record and report performance effectively to line management.
* 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**

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

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| **NATIONAL ROLE MAP: CREW MANAGER** | |
| **Unit title:** | WM1 Lead the work of teams and individuals to achieve their objectives |
| **Element titles:** | WM1.1 Plan the work of teams and individuals  WM1.2 Assess the work of teams and individuals  WM1.3 Provide feedback to teams and individuals on their work |
| **Unit title:** | WM2 Maintain work activities to meet requirements |
| **Element titles:** | WM2.1 Maintain work activities to meet requirements  WM2.2 Maintain healthy, safe and productive working conditions  WM2.3 Make recommendations for improvements to work activities |
| **Unit title:** | WM4 Take responsibility for effective performance |
| **Element titles:** | WM4.1 Take responsibility for personal performance  WM4.2 Establish and maintain effective working relationships with people  WM4.3 Develop your own skills to improve your performance |
| **Unit title:**  **Element titles:** | WM5 Support the development of teams and individuals  WM5.1 Contribute to the identification of development needs  WM5.2 Contribute to planning the development of teams and individuals  WM5.3 Contribute to development activities  WM5.4 contribute to the assessment of people against development objectives |
| **Unit title:** | WM6 Investigate and report on events to inform future practice |
| **Element titles:** | WM6.1 Gather information to support the investigation of an event  WM6.2 Report the findings and conclusions of an investigation |
| **Unit title:** | WM7 Lead and support people to resolve operational incidents |
| **Element titles:** | WM7.1 Plan action to meet the needs of the incident  WM7.2 Implement action to meet planned objectives  WM7.3 Close down the operational phase of incidents  WM7.4 Debrief people following incidents |
| **Unit title:** | FF1 – Inform and educate your community to improve awareness of safety matters |
| **Element titles:** | FF1.1 Promote safety matters to inform your community  FF1.2 Facilitate learning through demonstration and instruction |
| **Unit title:** | FF8 – Contribute to fire safety solutions to minimise risk to your community |
| **Element titles:** | FF8.1 Inspect premises to minimise risks to people , property and the environment  FF8.2 Report on issues arising from an inspection |

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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** |

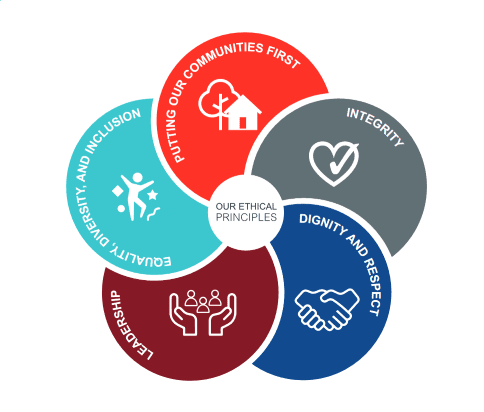
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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

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.