



Essex County  
Fire & Rescue Service

# Director of Service Delivery – Assistant Chief Fire Officer

Recruitment information pack



# 02

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# 03

## About us

We are a county of real contrasts, made up of people who have differing needs. Our headquarters is just off the A12 in Kelvedon, where we also have a mobilising control centre. We provide prevention, protection, and emergency response services from 50 fire stations and an Urban Search and Rescue facility.



Essex is home to two airports, Stansted and Southend, as well as Harwich seaport, Lakeside shopping centre, Coryton oil refinery, power stations, docks at Tilbury and, along the Thames, seven underground stations and parts of the M25 and M11 motorways. We are one of the largest fire and rescue services in the country, serving 1.8 million residents.

Our Service is governed by Essex Police, Fire and Crime Commissioner Fire and Rescue Authority (EPFCCFRA). The Police, Fire and Crime Commissioner is elected by the public to hold our Chief Fire Officer to account, effectively making the fire and rescue service answerable to the communities they serve. They work in partnership across a range of agencies at local and national level to make sure there is a unified approach to preventing and reducing crime.



# 04

## The right person

Are you ready for a challenging and rewarding opportunity to join the Service Leadership Team (SLT) of one of the country's biggest, dynamic and progressive Fire and Rescue Services?

Essex County Fire and Rescue Services is seeking a Director of Service Delivery, responsible for providing leadership and strategic direction to the Service's Prevention, Protection, and Response functions as well as leading on national initiatives, the implementation of our upcoming Community Risk Management Plan (CRMP), and leading our journey to being the best fire and rescue service in the country.

As the Director of Service Delivery, you will work proactively and collaboratively to lead our people and efficiently manage our resources, striving to optimise delivery and achieve the best outcomes. You will achieve this by shaping and directing the activities of the Service and, through an extended leadership team of three Assistant Directors, you will also develop, implement and deliver strategy, operational policy and continuous improvement.



# 05

## The advert

### Director of Service Delivery – Assistant Chief Fire Officer

As an exceptional role model you will be an inclusive and positive contributor to change and transformation. You will be able to build strong relationships inside and outside the organisation with key stakeholders and be truly committed to a collaborative approach with our partners.

You will be skilled at influencing and able to recognise the contribution of all, valuing the people that deliver for the Service. You will also be able to demonstrate experience of managing resources and budgets at a senior level as well as delivering strategic programmes of work, including sponsoring and influencing major programmes of change.

You will have a keen understanding of the social, economic and political environment together with a track record of encouraging and developing innovative solutions to complex issues while maintaining your own personal confidence and resilience as well as that of others.

We are strong believers in recruiting people with a positive and inclusive attitude, committed to continuous improvement, and are these attributes are essential in our Director of Service Delivery, as you will act as a role model to all within our Service.



# 06

## The role

### **Job Purpose:**

To protect and save life, property and the environment by providing strategic leadership for our Prevention, Protection, and Response services. Shape and direct the activities of the Service. Proactively collaborate with partners to make sure best outcomes are delivered for the public of Essex.

### **Main Duties and Responsibilities:**

To deliver activities against organisational policy which support our core mission of making Essex a safer place to work, live and travel:

- Responsible for effective/ efficient and safe delivery of response services ensuring legal duties are achieved and identified performance measures met.
- Responsible for effectively discharging responsibilities under the Fire Safety Act 2005 including the discharging of duties under the Building Safety Regulator and subsequent changes arising from the Fire Safety Bill.
- Responsible for the effective discharging of legal responsibilities to prevent harm to the public through prevention activities inc compliance with Children's Act and safeguarding
- To make sure risk information is relevant, accurate and available to crews and effective arrangements are in place for exercising and familiarisation of known risk
- To make sure effective relationships with other Category 1 responders and the principles of JESIP and Joint Operational Procedures (JOP) and National Operational Guidance are embedded within the Service
- To act as principal advisor to the Chief Fire Officer (CFO) on matters of operational service delivery

# 07

## The role (continued)

- Develop, implement and deliver the strategies of the organisation, ensuring the strategies of the directorate meet current and future ECFRS needs and achieve continuous improvements in service delivery for Prevention, Protection, and Response services. Develop plans and strategies for ECFRS, and contribute to the development of local and national strategy and plans.
- Develop risk management initiatives and controls that reduce community and firefighting risk and deliver a comprehensive annual assurance of reduction in risk to communities and competence of staff.
- Develop, review, maintain and implement operational policy that ensures the effective delivery of a safe system of work in the operational environment.
- Negotiate and consult on issues affecting the competent delivery of Prevention and Protection including technical fire safety regulation and collaboration.
- As an operational Principal Officer conditioned to the Gold Book (Continual Duty) rota system, lead the organisation response to resolve significant incidents/events in line with JESIP principles as appropriate, for example by taking command at scene, taking on the role of Gold Commander and/or Strategic Coordination Group chair.
- Work in partnership with the Police, Fire and Crime Commissioner, local authorities and other agencies to make sure effective development of partnership working and compliance with fire safety legislation, Civil Contingency Act and Fire and Rescue Services Act and the continued adoption of good practice.

# 08

## The role (continued)

- Manage resources to make sure maximum quality of service and availability for delivery of prevention, protection and response. Consider whether collaboration with partner agencies is a means of achieving this.
- Develop and maintain National capabilities (USAR, IRU, HVP and DIM availability)
- Effectively lead direct reports, managing and developing self and others to improve personal and team performance and achieve the Fire and Rescue Plan, directorate and ECFRS objectives.
- Manage the efficient and effective use of physical and financial resources to support activities and to deliver directorate and ECFRS strategy.
- Be a role model for effective and positive inclusive leadership behaviour that is outcome focused and future- and transformation-orientated.
- Work with the CFO to effectively manage internal and external relationships, ensuring effective working with other members of the Leadership team and all Service directorates in order to support the Service Strategy and cross department working, maximising client service.
- Responsible for the effective management and timely resolution of people management issues which may include acting as an investigating officer or hearing manager.
- Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.



# 09

## The details and benefits

**Job title: Director of Service Delivery – Assistant Chief Fire Officer**

**Grade/Role: Brigade Manager**

**Reporting to: Chief Fire Officer**

**Responsible for: Prevention, Protection, Response and Operational Policy**

**Salary: c.£124,000 per annum**

The role is employed on the continuous duty system (Gold level officer) and you will be required to respond at all times

Here at Essex County Fire and Rescue Service we are committed to prioritising and promoting the wellbeing of our employees. Some of our benefits include:

- Remote and flexible working opportunities
- Pension scheme with employer contributions above national average
- Health, wellbeing and counselling services
- Career development opportunities
- Enhanced parental leave and pay
- Employee Support Networks
- Free car parking at all sites
- High-street discounts through the Blue Light Card scheme

Find out more about our benefits by searching 'Essex Fire benefits'.



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## Eligibility

To be eligible for this role, you must already be:

- Incident Command Level 4
- Emergency Response Driver



To be eligible to apply for role, you must:

- Be a substantive Brigade Manager (or equivalent), or Area Manager / Assistant Director (or equivalent) within a UK Fire and Rescue Service
- Have successfully completed all relevant operation assessments and compulsory courses, and are competent in your current role
- Hold a valid Officer ERD qualification
- Be able to travel around the county as required, to visit all ECFRS fire stations and sites
- Not be subject to any current live disciplinary or performance warnings, nor be subject to any informal management for reasons of conduct or performance
- Have a valid and current FiTech of 42 VO2 max, or be actively engaged in a programme of fitness agreed under the Fitness policy

If you are an internal candidate, you are expected to have discussed your application with your line manager and confirmed with them there are no outstanding issues of conduct or performance. This will be verified prior to shortlisting.

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## Essential shortlisting criteria

In your application, you'll need to evidence:

### Leading the Service

- Evidence of leading functions and high performing teams at a strategic level

### Change

- Experience of commissioning and managing/sponsoring complex organisational change processes which have significant resources and strategic impact.
- Evidence of leading and delivering positive organisational change

### Resource Management

- Experience of managing and controlling budgets, resources and funding, resulting in improvements in efficiency and effectiveness of service delivery

### Risk analysis & decision making

- Evidence of successful risk management approach; and how it can be applied within a proactive safety culture.
- Evidence of data driven decision making and providing creative and innovative approaches to problem solving

### Political awareness & influence

- High level of political & organisational awareness including successfully influencing in the political environment.
- Evidence of successful collaboration with external partners and staff groups (including representative bodies); to achieve improvements.

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## Essential shortlisting criteria (continued)

### Operational

- Evidence of managing major operational incidents; evidence of developing credible operational guidance, professional standards and HMICFRS improvement activities.

### Communication & interpersonal skills

- Exceptional verbal communication skills (able to engage and influence at all levels, internally and externally). Written communication skills including policy, plans, strategic reports and business cases.
- Evidence of presenting, networking and influencing in a national forum. The ability to build trust and gain confidence in others.

### Strategic thinker and influencer

- Evidence of planning for local and national issues that impact the strategic objectives of the Service; evidence of strategic influence

### Safeguarding

- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults

### Culture

- Contributes to a positive working environment, evidence commitment to equality and diversity

#### Our mission

Our mission is to make Essex a safe place to live, work and travel.

#### Our values

We are open, honest and trustworthy

We are courageous in everything we do

We work as one team

We are always professional

We value the contribution of all



Essex County  
Fire & Rescue Service

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## Assessment process

### Q&A and tour of Service HQ

Interested candidates should arrange to attend Service HQ in person on Tuesday 12 December at 3pm. This will be to meet with members of our Service Leadership Team for a briefing about the Service, our future plans, and the role. You will also have the opportunity to ask questions about Essex County Fire and Rescue Service.

If you would like to attend this, please contact Steve Tovey, Head of Resourcing via [steve.tovey@essex-fire.gov.uk](mailto:steve.tovey@essex-fire.gov.uk) in the first instance.

### Stage 1: Shortlisting

You will be required to submit a supporting statement of no more than 1200 words that demonstrates how you meet the shortlisting criteria detailed on pages 11/12 of the Candidate Pack by 5pm on the closing date of Monday 18th December 2023.

You may attach separate documents (such as qualifications, or a CV) should you wish, though your additional documents will only be referred to in shortlisting to confirm eligibility (e.g., your current role and any existing qualifications).



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## Assessment process (continued)

### Stage 2: Leading the Service - Assessment Centre

If you're shortlisted, you will be invited to undertake an Assessment and Development Centre (ADC), with a range of activities that will be assessed against the NFCC Leadership Framework (Leading the Service), the Core Code of Ethics, and ECFRS' values and that will include a psychometric assessment.

It is anticipated that the ADC will take place virtually across the first two weeks of January.

You can see the NFCC Leadership Framework here:

[NFCC\\_Leadership\\_Framework\\_Final.pdf \(nationalfirechiefs.org.uk\)](#)

And guidance around the Code of Ethics here:

[Core Code of Ethics England Guidance May 21 V0.pdf \(ukfrs.com\)](#)

### Stage 3 - Presentation and Panel Interview

It is anticipated that the panel interview will take place in the week commencing 15 January 2023.



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## Disability Confident

We are an equal opportunities, Disability Confident employer who welcomes applications from everyone and values diversity in our workplace.

A commitment to promoting diversity and developing a work environment where all staff are treated with dignity and respect is central to our recruitment process and all applications will be considered solely on merit. As part of our offer to support all our candidates to perform to the best of their abilities during our recruitment and selection processes and we would like to let you know about a couple of support options you can access, should you wish to, including our employee forums, who are keen and willing to support all of our potential colleagues.

The Service has a Digital Accessibility Inclusion Group (DAIG) that supports all colleagues to improve their digital skills and provides additional support and guidance to colleagues with neurodivergent strengths and struggles as a result of dyslexia, ADHD, Autism, dyspraxia etc.



We want everyone to thrive at work, and so we encourage and enable people to access digital tools to help them perform at your best. The DAIG is a group of colleagues from across the Service that unite to support others as a result of their lived experience and desire to make a difference. They support people with a range of visible and invisible disabilities to identify and access digital workplace adjustments and solutions and may be able to assist with your application too.

Should you wish to discuss support, or access further information, from one of these groups, please contact [Equality.Diversity@essex-fire.gov.uk](mailto:Equality.Diversity@essex-fire.gov.uk)

You are also able to raise any queries or requests for support, including any adjustments you may require, at any stage of the process via this confidential [form](#), or by email to [recruitment@essex-fire.gov.uk](mailto:recruitment@essex-fire.gov.uk)

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## Safeguarding

Essex Police, Fire and Crime Commissioner Fire and Rescue Authority is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

It is our policy to require all applicants for employment to disclose if you are currently being investigated by any regulatory body or have any decisions or sanctions pending or in progress in respect of your suitability to work for the Service.

You agree to inform the Service within 24 hours if you are subsequently investigated by any agency or organisation in relation to concerns about your behaviour towards children, young people or vulnerable adults.

The information you provide will be treated as strictly confidential and will be considered only in relation to the appointment for which you are applying.

This role will be subject to a Disclosure and Barring Service (DBS) check.





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## Any other questions?

Should you wish to have an informal discussion with regards to the role with Rick Hylton, Chief Fire Officer, and are unable to attend the Q&A session, please contact Steve Tovey, Head of Resourcing via [steve.tovey@essex-fire.gov.uk](mailto:steve.tovey@essex-fire.gov.uk) in the first instance.

For all general queries, please contact [recruitment@essex-fire.gov.uk](mailto:recruitment@essex-fire.gov.uk)

Find out more about our Service at [essex-fire.gov.uk](http://essex-fire.gov.uk)

