



## THE PERSON

### Crew Manager

Criteria	Essential / Desirable	Method of Assessment
<b>Qualification</b>		
Incident Command Level 1	E	Application / training records
Level 3 (e.g., A-Level, Operational Firefighter Phase 3) or demonstrable at work equivalence	E	Application / supporting statement
Substantive Firefighter, competent for minimum 12 months	E	Application / supporting statement
<b>Knowledge &amp; Experience</b>		
Experience and knowledge of how informing and educating the community to improve awareness of safety	E	Application / supporting statement
Experience of leading a team, including developing self and others	E	Application / supporting statement
Leading and supporting people to resolve operational incidents	E	Application / supporting statement
Experience of investigating and reporting on events to inform future practice	E	Application / supporting statement
Knowledge of the broader activities of Essex Fire & Rescue Service.	E	Application / supporting statement
<b>Skills &amp; Abilities</b>		
Effective written and verbal communication skills in order to inform and educate.	E	Application / supporting statement
High degree of personal drive and motivation with the ability to prioritise own workload.	E	Application / supporting statement
Able to support service provision in a positive and constructive manner to achieve objectives.	E	Application / supporting statement
Confident in appropriate ICT systems such as Word, Excel, Outlook, PowerPoint.	E	Application / supporting statement
Effective time management, planning and organisation skills.	E	Application / supporting statement
<b>Other</b>		
Willingness to work flexibly including county wide travel.	E	Application / supporting statement
Committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults.	E	Application / supporting statement

## Person Specification

Contribute to a positive working environment ensuring commitment to inclusion, equality and diversity.	E	Application supporting statement /
<b>Leading Others</b>		
<b>Personal Impact</b>	<ul style="list-style-type: none"> <li>• I take responsibility for inclusion and encourage different points of view.</li> <li>• I communicate responsibly and with sensitivity and respect for others.</li> <li>• encourage others to admit to and learn from their mistakes, and to celebrate their successes.</li> <li>• am aware of my impact on the people around me and I always seek to improve how I work with others.</li> <li>• I take a proactive approach to dealing with difficult or sensitive situations, influencing others to reach an acceptable solution.</li> <li>• look after the people around me and look for behaviours that show someone might be struggling, ensuring there is support available.</li> </ul>	
<b>Outstanding Leadership</b>	<ul style="list-style-type: none"> <li>• I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.</li> <li>• take responsibility for team effectiveness which focusses on improving outcomes and decisions.</li> <li>• encourage all the people in my team to speak and share their views.</li> <li>• I look for opportunities to support others through appraisal and coaching, developing my own skills where necessary.</li> <li>• use debriefing and other learning from the organisation to help my team develop</li> <li>• I am flexible in my leadership approaches, appropriate to the individual and situation, to ensure people give their best.</li> </ul>	
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• I focus on the needs of our customers.</li> <li>• I seek to understand and address the specific risks and diverse needs of people and communities.</li> <li>• I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.</li> <li>• I develop and review plans to make the best use of resources and challenge any misuse of resources.</li> <li>• I develop systems and processes that are people focussed.</li> <li>• I use different problem-solving techniques with others to generate solutions that improve the service for our customers.</li> <li>• make evidence-based decisions and consider the risks, including financial and resource impacts.</li> <li>• I encourage my team to build constructive working relationships with others to achieve our aims.</li> <li>• I'm outcome focussed on my approach and make decisions based on better service outcomes.</li> </ul>	
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>• I make sure the team understands how our work contributes to and delivers organisational priorities.</li> <li>• I manage quality in my team and use various sources of feedback and evidence to understand how we are performing and managing risk.</li> <li>• encourage staff to be flexible in their approach and empower them to contribute and influence decisions.</li> <li>• create conditions where team members are empowered to suggest and implement new ways of working.</li> <li>• I promote continuous improvement for the team and the organisation.</li> <li>• take time to understand how change will impact on our work and how we can contribute to success, evaluating how things are working and how change is being embedded.</li> <li>• I set up communication processes to ensure that people in my team have access to accurate information, clarifying information where I need to.</li> </ul>	

# Person Specification

## Personal Impact

ensures we value, respect and promote equality and diversity. It's about being a positive presence on others, having personal integrity and an ability to self-manage. The focus is on self and how a manager uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.

## Outstanding Leadership

is about building high-performing teams and developing people to their full potential. It's about communicating with integrity, being open and honest to foster trust and building collaborative working partnership. An ambassador and role model for the fire and rescue service. The focus is on others and how a manager uses leadership to create high performance teams.



## Organisational Effectiveness

is ensuring everything we do is linked to organisational plans and values. It's driving the mission and ensuring decisions and actions are beneficial to the customer. The focus is on the organisation and how a manager uses leadership to continuously improve, innovate and change.

## Service Delivery

is about delivering high quality services now and into the future. It's about intelligent problem solving with an outcome focussed approach, continuous improvement and value for money to our customers. The focus is on task and how a manager uses leadership to produce outcome-focussed results which meet customer needs.