



THE ROLE

Head of Professional Standards

Department:	Professional Standards
Role Code:	TBC
Grade/Role:	13
Responsible to:	Deputy Chief Fire Officer
Responsible for:	This role will have Line Management responsibility
Date Issued:	June 2024

Job Purpose:

Maintaining public confidence in, and the reputation of, Essex County Fire and Rescue Service is of critical importance to ensuring we are able to successfully fulfil our role. This role will be pivotal in the next phase of ECFRS' ambition to become one of the best fire services in the country. The initial focus of the role will be designing and establishing a new Professional Standards function in the service. This will involve working closely with colleagues across the organisation and representative bodies, as well as engaging with the NFCC and other services to ensure that ECFRS learns from others and shares its experience.

This role will play a leading, visible role in the service, embedding strong, positive values and behaviours through every level. The role will also be responsible for ensuring that appropriate and robust accountability mechanisms are established and act in support of this aim.

Once the professional standards function is established, the ongoing nature of the role will be finalised. The role will, however, be responsible for the running of the function, reporting to the service leadership team and PFCC as required.

Main Duties and Responsibilities:

1. Lead the design and implementation of a new Professional Standards function for Essex County Fire and Rescue Service.
2. Monitor local and national developments in all areas of personal responsibility, ensuring that the Service is able to evaluate risk, anticipate change and maximise opportunities.
3. Build and manage relationships with key stakeholders, other Fire and Rescue Services and partner organisations as a strategic partner to the business, to keep abreast of developments and to improve the ability to implement the People Strategy and Community Risk Management Plan. Proactively seeking

Role Profile

opportunities to work across Services and across organisations where this is the best way of achieving outcomes.

4. Act as a visible, role model, and credible leader of Professional Standards. Ensuring those working for the service understand what is expected of them and their role in upholding professional standards.
5. Lead on ensuring that the Service has an accurate, complete understanding of professional standards across the Service. Working with colleagues across the organisation to bring together both qualitative and quantitative information from professional standards investigations, wider conduct investigations overseen by HR, public complaints, safeguarding, and Safe Share intelligence.
6. Maintain a working knowledge and understanding of new and evolving Professional Standards threats and priorities, and current best practice to tackle these, to enable a pro-active and preventative approach.
7. Act as the Service's point of contact for whistleblowing. Work collaboratively with the external provider to ensure that information from the whistleblowing feeds in to the understanding of Professional Standards in the Service.
8. Develop, implement and deliver the strategy for the function to meet current and future ECFRS needs and achieve continuous improvements in service delivery. Participate with the Service Leadership Team in developing plans and strategies for ECFRS, and to contribute to the development of local and national strategy and plans.
9. Report in to the agreed governance forum, providing information on numbers of cases, outcomes, quality of service, and trends. Identifying proactive actions to be taken by the Service in light of that information.
10. Work collaboratively with the Director of People Services, and relevant Assistant Directors, and other key stakeholders, to ensure that the design and operation of the function takes account of, and works in support of, existing policies and practices.
11. Work with the AD Human Resources, and their team, to ensure that the work of the Professional Standards function is informed by the latest in HR practice and case law.
12. Work with the AD Culture, Wellbeing and Inclusion, and their teams, to ensure that the work of the function supports the wider strategic aim of ensuring a fair kind and inclusive culture.
13. Make a leading contribution to the People element of the new CRMP, currently in development and to be introduced in 2025.

Role Profile

14. Working closely with the Safeguarding team, especially the Safeguarding Manager.
15. Oversee the investigation of public complaints concerning staff conduct, identifying trends, areas for improvement, and connections to professional standards priorities for the service. Work closely with the Information Governance team and Complaints Officer to ensure that policies and procedures comply with the UK Data Protection Act 2018.
16. Manage the budget for the function, including overseeing any contracts for the use of external investigators in cases that meet agreed thresholds/criteria. Ensuring quality and timeliness are balanced against maximising cost efficiency.
17. Work closely with the HR People Partnering team as key enablers in leading Service improvement, organisational development, high performing teams, high performing managers, and high performing individuals.
18. Work closely with the Learning & Development team to ensure that learning from conduct investigations informs future plans for training and leadership development.
19. Manage and develop self and others to improve personal and team performance and achieve local and ECFRS objectives. Manage the efficient and effective use of resources to support activities and to deliver the departmental strategy.
20. Responsible for the effective management and timely resolution of people management issues which may include acting as an investigating officer or hearing manager. Completing Manager Self Service (MSS) processes where appropriate.
21. 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.