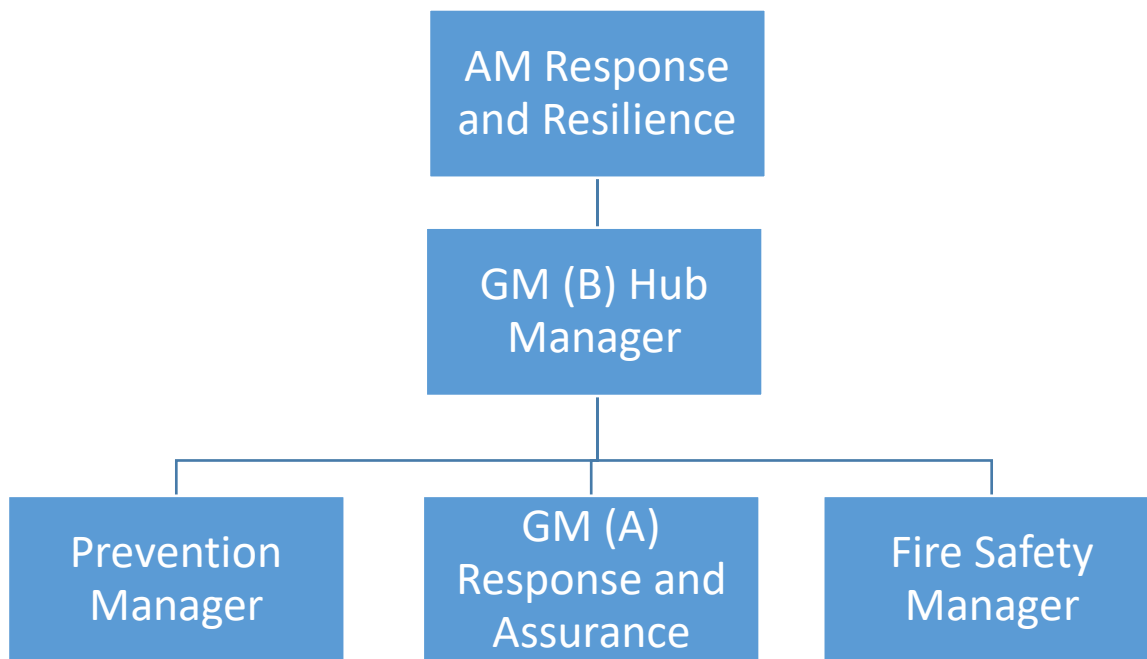


|   |   |                                    |                      |
|---|---|------------------------------------|----------------------|
| <b>Job Title:</b>   | <b>Group Manager Service Delivery Hub</b>   |                                    |                      |
| <b>Post Reference</b>   |   | <b>Permanent/<br/>Temporary</b>    | Permanent            |
| <b>Role:</b>  | Group Manager (B)   | <b>Hours:</b>                      | Flexible Duty System |
| <b>Reports to:</b>  | Area Manager Response and Resilience  |                                    |                      |
| <b>Line Management responsibilities:</b><br>(Direct and Indirect)   | Responsible for the leadership and direct line management of the Hub management team. (up to 5 managers)<br>Indirect management of Hub Prevention, Protection and Response teams (up to 100 staff)<br>See Organisational Structure below. |                                    |                      |
| <b>Directorate / department:</b>  | Service Delivery  |                                    |                      |
| <b>Location:</b>  | East, Central, or West Hub  |                                    |                      |
| <b>Politically restricted:</b>  | <b>Yes</b> <input checked="" type="checkbox"/>  | <b>No</b> <input type="checkbox"/> |                      |
| <p><b>Main Purpose of the Job:</b></p> <p>Lead, coordinate and be responsible for the integrated delivery of prevention, protection, response and resilience activities within the Hub.</p> <p>Responsible for the management and reduction of risk within the Hub’s geographical area.</p> <p>Monitor, develop and implement Local Safety Plans.</p> <p>Responsibility for effective performance management and supervision of the Hub management team.</p> <p>Contribute to the overall management and forward planning of the Directorate.</p> <p>Develop and foster partnerships and promote collaborative working.</p> <p>To provide Level 3 operational cover as part of RBFRS Incident Command System, and provide Duty Officer Cover as part of the Duty Officer rota.</p> <p>To perform other specialist operational roles as required by RBFRS.</p> <p>Manage, support and assure staff development through Development and Assessment Pathways.</p> <p>Demonstrate inclusive behaviours and promote equality and diversity within the workplace.</p> <p>Responsible for the development and delivery of effective local community engagement strategies.</p> |   |                                    |                      |

**Organisational Structure**



**Role Map Duties and Responsibilities**

|   |  |
|---|--|
| <p>EFSM2. Lead, monitor and support people to resolve operational incidents</p> | <ul style="list-style-type: none"> <li>• Review and determine incident status, collecting and analysing relevant information</li> <li>• Assume responsibility and implement action to support those involved in the incident</li> <li>• Debrief people following incident resolution</li> </ul>  |
| <p>EFSM6. Implement organisational strategy</p>                                 | <ul style="list-style-type: none"> <li>• Allocate roles and responsibilities for implementation of strategic plans</li> <li>• Delegate and provide support to those who will undertake implementation</li> <li>• Maintain effective working relationships with those who can assist with implementation of the strategic plan</li> </ul> |
| <p>EFSM9. Implement and manage change in organisational activities</p>          | <ul style="list-style-type: none"> <li>• Identify opportunities for improvement and evaluate proposed changes</li> <li>• Plan and agree the implementation of changes</li> <li>• Implement the changes</li> </ul>  |

|   |   |
|---|---|
| <p>EFSM10. Plan and implement activities to meet service delivery needs</p>           | <ul style="list-style-type: none"> <li>• Plan and allocate work activities to meet service delivery needs</li> <li>• Agree budgets and resources for work activities</li> <li>• Implement and evaluate work plans to achieve objectives</li> <li>• Make recommendations for improvement to work activities</li> </ul>   |
| <p>EFSM11. Determine effective use of physical and financial resources</p>            | <ul style="list-style-type: none"> <li>• Allocate resources to meet service delivery needs</li> <li>• Make recommendations for expenditure</li> <li>• Control expenditure against budgets</li> </ul>  |
| <p>EFSM13. Select required personnel for employment</p>                               | <ul style="list-style-type: none"> <li>• Identify personnel requirements, including numbers, skills and experience required</li> <li>• Select required personnel and recommend improvements to the selection process</li> </ul>   |
| <p>EFSM14. Manage the performance of teams and individuals to achieve objectives</p>  | <ul style="list-style-type: none"> <li>• Allocate and delegate work to teams and individuals</li> <li>• Agree objectives and work plans with teams and individuals</li> <li>• Assess the performance of teams and individuals</li> <li>• Provide feedback to teams and individuals on their performance</li> <li>• Resolve performance issues with teams and individuals</li> </ul> |
| <p>EFSM15. Develop teams and individuals to enhance workplace performance</p>         | <ul style="list-style-type: none"> <li>• Identify the development needs of teams and individuals, and plan their development</li> <li>• Develop and deliver learning and support for teams and individuals</li> <li>• Evaluate their development and help individuals to assess their own progress</li> </ul>   |
| <p>FSM16. Manage yourself to achieve work objectives</p>                              | <ul style="list-style-type: none"> <li>• Organise and structure personal work activities to achieve objectives</li> <li>• Develop and continuously improve productive working</li> </ul>  |
| <p></p>   | <p>relationships</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Implement personal development plan to continuously improve personal performance</li> </ul>  |
| <p><i>The following units are optional to the GM role - delete as appropriate</i></p> |   |
| <p>EFSM17. Provide information to support decision making</p>                         | <ul style="list-style-type: none"> <li>• Obtain information for decision making</li> <li>• Record and store information</li> <li>• Analyse information to support decision making</li> <li>• Advise and inform others</li> </ul>  |
| <p>EFSM18. Implement quality assurance systems</p>                                    | <ul style="list-style-type: none"> <li><input type="checkbox"/> Establish and maintain systems to monitor the quality of services, and recommend improvements to existing systems</li> </ul>  |
| <p>EFSM19. Monitor compliance with quality systems</p>                                | <ul style="list-style-type: none"> <li>• Plan audits of compliance with quality systems, and implement them.</li> <li>• Report on the results of quality audits and evaluate the performance of auditors</li> </ul>   |

|   |  |
|---|--|
| <p>EFSM22. Develop information systems to support service delivery objectives</p> | <ul style="list-style-type: none"> <li>• Identify information and communication requirements and specify system requirements</li> <li>• Evaluate different systems and select the most suitable</li> <li>• Implement systems in accordance with planned schedules and budgets</li> <li>• Monitor and evaluate their effectiveness</li> </ul> |
| <p>EFSM23. Agree project plan to meet specified objectives</p>                    | <ul style="list-style-type: none"> <li>• Agree the scope and definition of the project, assessing its feasibility</li> <li>• Develop plans to achieve the project's goals</li> <li>• Establish the project's resources and control methods</li> </ul>  |
| <p>EFSM24. Co-ordinate projects to achieve objectives</p>                         | <ul style="list-style-type: none"> <li>• Support the project team by motivating team members, providing them with information, and gathering information from them</li> <li>• Co-ordinate activities, resources and plans, and identify emerging risks</li> <li>• Keep stakeholders informed of progress</li> </ul>                          |

**Key responsibilities and Deliverables**

Lead and manage the Service Delivery Hub to ensure the delivery of the Fire Authority's 'Vision', Strategic Commitments, Corporate Plan and the Integrated Risk Management Plan across the delivery of prevention, protection, response and resilience.

Responsible for line management of

- Group Manager (Response and Assurance) within the Hub.
- Hub Prevention Manager.
- Hub Protection Manager.
- In the West Hub Station Manager (West Hub)
- Other roles within the Hub structure (where necessary).

Lead the Hub Management Team in the effective performance management of the hub teams team to deliver the most effective and efficient service delivery

Oversee the development and implementation of the Local Safety Plan and the subsequent action plans for each unitary authority within the Hub's area.

Ensure risk information is up to date and monitor changes in local risk profile and target resources to match risk

Responsible for leading and managing change within the Hub (E.g. Ways of Working)

Integrate RBFRS at Local Authority and Partner Forums to support the delivery of common objectives.

Working closely with and supporting other managers across the service.

Proactively contribute to the overall management and forward planning of the Directorate.

Work closely with managers and colleagues across service delivery hubs to maximise an effective and efficient use of resources

Deputise for Service Delivery Area Managers as required.

### Personal Specification

| <b>Qualifications and training</b>  | On recruitment | After Training |
|---|----------------|----------------|
| Competent at L2 Incident Command with demonstrable ongoing evidence of Incident Command.            | X              |                |
| Certificate in Assessing Vocational Achievement qualification or suitable alternative training.     | X              |                |
| Internal Quality Assurer (IQA) qualification or suitable alternative training                       |                | X              |
| IOSH Qualification  | X              |                |
| Accident Investigation qualification or suitable alternative training                               | X              |                |
| Evidence of continuing professional and personal development  | X              |                |
| Completion of Group Manager Development and Assessment Pathway, including Advanced Incident Command |                | X              |

| <b>Knowledge, skills and experience</b>  | On recruitment | After Training |
|--|----------------|----------------|
| Ability to lead on equality, diversity and inclusion   | X              |                |
| Ability to work in collaboration / partnership with internal and external stakeholders   | X              |                |
| Ability to make appropriate decisions and create practical solutions, planning and prioritising work effectively.  | X              |                |
| Recognises the potential political impact and implications of actions.   | X              |                |
| Establish effective working relationships with colleagues, elected members, partners and trade union representatives, managing stakeholder relationships | X              |                |
| Ability to conduct complex and thorough investigations and produce effective reports.  | X              |                |
| Able to analyse complex data, identify trends and disseminate findings, to inform planning and delivery of services                                      | X              |                |
| Produce management reports to a high standard.   | X              |                |
| Successful track record of managing a demanding personal workload, effectively balancing management and operational responsibilities.                    | X              |                |
| Accountable for the leadership and high performance management of teams  | X              |                |
| Ability to motivate and develop self and teams to high performance standards   | X              |                |
| Knowledge and understanding of local, regional and national sector issues and national resilience structure.   | X              |                |
| Advocating and embedding JESIP principles .  | X              |                |

|  |   |   |
|--|---|---|
| Knowledge and understanding of Fire & Rescue Service specific legislation (eg Fire & Rescue Services Act, Civil Contingencies Act, Health and Safety at Work Act). | X |   |
| Knowledge and ability to deliver objective of Community Risk Management Plan (CRMP)  | X |   |
| Understanding of financial management, and ability to manage and monitor budgets and procurement activity .  | X |   |
| Delivering against the Corporate and Service Measures and producing performance reports.   |   | X |
| Accountable for the local activity to deliver against the prevention and protection strategies   |   | X |
| Responsible for the design and implementation of prevention initiatives including effective engagement with local communities.                                     | X |   |
| Experience of leading and delivering change and service improvement initiatives.   | X |   |
| Proven experience of providing tactical advice and support to resolve operational incidents where there has been multi agency engagement.                          | X |   |
| Conducting, investigating and presenting Level 3 discipline investigations.  |   | X |
| Experience of conducting Major Accident investigations   |   | X |
| Recognises the potential political impact and implications of actions.   | X |   |
| Ability to utilise the data to assist and inform delivery and planning of service activities.  | X |   |

**Other Requirements**

Ability to travel to other locations within the county of Berkshire.  
Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.  
Able to satisfy the medical and fitness requirements of the role, including minimum standards of eyesight, colour vision and hearing. Holds and maintains a current EU driving licence.

**RBFRS Behaviours**

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

|                                |   |
|--------------------------------|---|
| Personal Impact                | <p>Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies.</p> <p>Take responsibility for your own performance (including personal fitness) and participate positively in development activities.</p> |
| Working Together               | <p>Promote and adhere to the Service’s policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice.</p> <p>Contribute to the development of others.</p>   |
| Delivering Quality and Service | <p>Treat members of the public with respect.</p> <p>Respond to the different needs of individuals and groups within the organisation and in the community.</p>  |
| Organisational Effectiveness   | <p>Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour.</p> <p>Demonstrate commitment to helping the service achieve its corporate commitments and vision.</p>   |
| Safety and Wellbeing           | <p>Practice and Promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.</p>   |

|                                |                              |   |
|--------------------------------|------------------------------|---|
| <b>Profile prepared by:</b>    | Area Manager (T) Paul Illman | <input type="text"/>  |
| <b>Approved by:</b>            | Assistant Chief Fire Officer | <input type="text"/>  |
| <b>Profile effective from:</b> | October 2021                 | <b>Last reviewed:</b> Area Manager, Ben Carins<br>December 2023 |
| <b>Post holder name</b>        | <b>Signature</b>             | <input type="text"/>  |
|                                | <b>Date</b>                  | <input type="text"/>  |