

Job Title:	Head of Corporate Services		
Post Reference		Temporary/Permanent	Permanent
Grade/Role:	Area Manager	Hours:	L4 Flexible Duty System (Grey Book)
Reports to:	Director of Corporate Services		
Line Management responsibilities: (Direct and Indirect)	Managers/senior professionals: up to 7 staff Staff: up to 30 staff including temporary and project staff		
Directorate/department:	Corporate Services		
Location:			
Politically restricted:	Yes		
Level of DBS Check Required	<input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		

Main Purpose of the Job:

The focus of the role is to provide an effective and efficient multidisciplinary organisational support function.

The post holder will be a member of the Senior Leadership Team creating and delivering the organisations vision and strategic direction on behalf of the Fire Authority.

The post holder is responsible for the following teams and accountable for delivery of work across these areas.

- Business Support
- Corporate Communication
- Community Risk Management Planning
- Committee Services
- Data, Performance and Risk
- Programme Office and Inspection

The post holder will have lead responsibility for assisting the Deputy Chief Executive in developing and delivering the Community Risk Management Plan and delivery of the associated work programme of work.

The post holder will be the strategic lead for His Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) inspection programme.

The post holder will be directly responsible for developing and implementing the policy and planning structures necessary to support the delivery of the strategic direction, set by the Senior Leadership Team

The post holder will lead, manage and co-ordinate organisational governance and provide elected member support. This will include Member development and adherence to and advice on the Service's policies, practices and relevant legislation. This will require close working with the Monitoring Officer.

The post holder will be responsible for the Service's Programme Office which operates as the programme / project information hub providing a common set of practices, principles and templates for managing projects. The function will also be responsible for driving continuous improvement and monitoring compliance with Fire Standards.

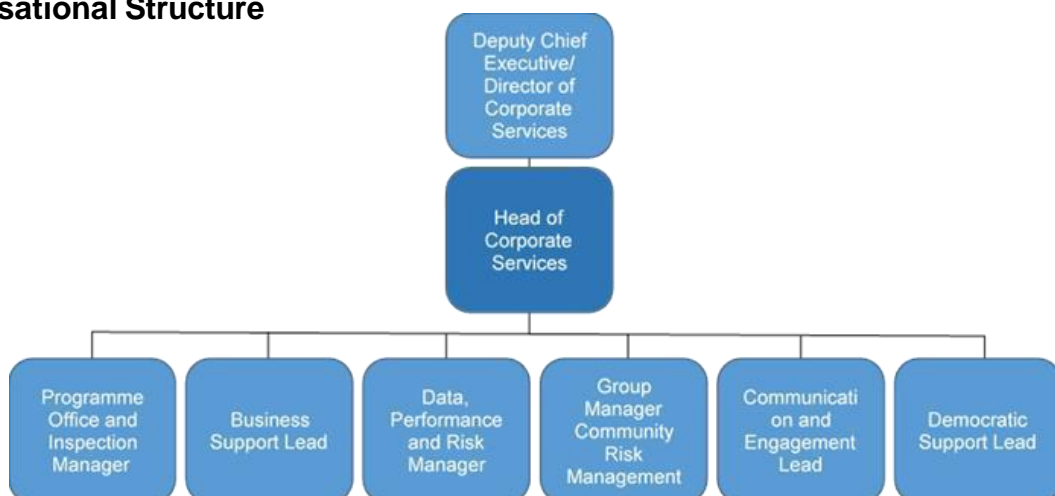
The post holder operates within an increasingly multi agency context, directly supporting the Fire Authority and Deputy Chief Executive to: initiate, develop and influence a complex range of relationships, including:

- the 6 unitary local authorities of Royal Berkshire, their services and schools
- bodies representing local businesses and voluntary organisations
- other Fire and Rescue services and emergency services
- Central Government (mainly MHCLG and/or the Home Office)
- Members of Parliament
- Local Government politicians
- National Fire Chiefs Council
- Representatives bodies

The post holder is accountable to the Deputy Chief Executive within the general direction set by the Fire Authority.

The post holder has freedom to act within the boundaries of legal requirements, Fire Authority Standing orders and RBFRS policy at the direction of the Deputy Chief Executive

Organisational Structure



Role Map Duties and Responsibilities

Ref	Title
EFSM2	Lead, monitor and support people to resolve operational incidents
EFSM5	Plan implementation of organisational strategy to meet objectives
EFSM6	Implement organisational strategy
EFSM8	Lead organisational strategy through effective decision making
EFSM9	Implement and manage change in organisational activities
ESFM11	Determine effective use of physical and financial resources
ESFM13	Select required personnel
ESFM14	Manage the performance of teams and individuals to achieve objectives
ESFM15	Develop teams and individuals to enhance work based performance
ESFM16	Manage yourself to achieve work objectives
ESFM20	Exchange information to ensure effective service delivery
ESFM17	Advise on development and implementation of quality policies
ESFM18	Implement quality assurance systems
ESFM19	Monitor compliance with quality systems
ESFM22	Develop information systems to support service delivery objectives
ESFM23	Agree project plan to meet specified objectives
ESFM24	Co-ordinate projects to achieve objectives
ESFM25	Manage project to meet objectives

Key responsibilities and Deliverables:

Budgets Direct: up to £ 2m

Budgets Indirect: up to £ 5m

- Lead on Community Risk Management Planning (CRMP) ensuring resources follow risk, in line with the requirements of the National Framework and relevant Fire Standard.
- Strategic lead for public consultation in line with statutory requirements.
- Effective leadership to make sure that appropriate data and business intelligence (from both internal and external sources) informs decision making
- Provide leadership and direction to Data, Performance and Risk team to ensure that appropriate data and business intelligence (from both internal and external sources) informs decision making
- Oversee the production of regular performance reports to the Strategic Performance Board, SLT and the Fire Authority to ensure that managers and Members are aware of how the organisation is performing.
- To ensure the delivery of the annual plan, annual report, annual Statement of Assurance and Annual Governance Statement
- To lead on monitoring and evaluation of service projects and programme of work to drive a culture of continuous improvement.
- Ensuring the coordination of the completion of annual service plans, annual review and develop and monitor a set of performance indicators that demonstrate the impact and effectiveness of corporate strategy
- Provide direction and leadership to the corporate communications team, ensuring best practice stakeholder engagement and reputation management. Leading on MP engagement.
- Provide direction and leadership to a high performing central administrative support function including an executive support service for senior staff to support workloads including research, diary management, assisting with tasks and acting as gatekeeper, whilst maintaining high standards of communications and confidentiality at all times.
- Ensure the preparation of agendas and reports for, attending meetings of, and produce minutes of meetings of the Service's Review Panels, Committees, Working Parties, and Local Forums etc. as required, ensuring publication to meet the transparency agenda.
- Ensure that Business Support achieve the required performance targets and standards in accordance with the business plan. Monitor and report progress and performance, provide feedback and take appropriate corrective action. Ensure that personal targets and deadlines are met.
- Provide direction and leadership for organisational events including Annual Awards Ceremony.
- Provide direction and leadership to the central programme office (PMO) function with overall responsibility for the programme governance, project interdependencies, and programme benefits realisation, mitigation of risks, programme resources and programme budget.
- Ensure the PMO maintains and enhances its role as the centre of expertise for project and programme management at RBFRS. Be accountable for the

definition, evolution and use of the RBFRS programme governance framework and the programme and project management tools.

- Strategic lead for the sector external inspection programme by Her Majesty's Inspectorate of Constabularies a Fire and Rescue Services (HMICFRS)
- Provide oversight and ensure compliance with the Fire Standards.
- Lead the development of business improvement capabilities in the organisation, including providing and coordinating training and proactively monitor service.
- Where required, directly manage programme managers of cross-cutting transformation programmes. The post-holder will also, on occasion, be expected to directly manage a key stage of a corporate programme.
- To provide operational cover at level 4 (and level 3 as may be required) of the Services Incident Command System (for the operational role).

General Responsibilities of RBFRS Leadership Team

- Provide strategic leadership to manage risk across the county of behalf of Royal Berkshire Fire Authority. Ensuring the community is at the heart of our decision making while demonstrating value for money.
- Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct, role modelling positive behaviours and champion equality and diversity.
- Comply with all finance and procurement policies, procedures and practices, demonstrating the highest level of integrity at all times.
- Comply with all people management policies and practices, ensuring your teams are well managed and that corporate standards are achieved.
- Practice and promote RBFRS health, wellbeing and safety policies and processes, ensuring a safe working environment for yourself and your staff.
- Ensure you are familiar with Safeguarding policies and responsibilities and that teams are trained to relevant standard.
- Deliver service plans and performance management information in line with corporate guidelines and deadlines, ensuring collaboration with other members of the Senior Leadership Team.
- Ensure you are familiar with data security policies and management, that your teams are trained and that data protection and appropriate processing is given the highest priority.
- Promote and adhere to the Service's policies on equality and fairness, and treat colleagues and members of the public with respect.
- Take responsibility for your own performance, participate positively in development activities and support development of others.
- Participate, if required, in any investigations or procedures relating to health and safety, disciplinary, or legal matters.

- Act in an environmentally sustainable manner by minimising pollution and the wasteful use of energy and resources
- In order to secure the best possible service to the public or the welfare of their colleagues, all employees may from time to time be asked to undertake appropriate duties which fall outside their usual area of responsibility. You are expected to respond positively to such request and encourage your teams to do the same.

Qualifications and training	On recruitment	After Training
Evidence of continuing professional and personal development	X	
Management qualification or relevant management training programme	X	
Incident Command Level 4 Qualification		X
Incident Command MAGIC Qualification		X
Area Manager Development and Assessment Pathway		X
Competent Station Manager, or above	X	

Knowledge, skills and experience	On recruitment	After Training
Knowledge of formal project management methodologies and techniques and their application in an organisational change context.	X	
Experience of successful delivery of change management projects in a public sector context	X	
Experience of managing a complex multi- disciplinary team	X	
Experience of working with elected members at a local government level	X	
Excellent communication skills	X	
Excellent influencing skills	X	
Strong Political Acuity	X	
Able to maintain effective working relationships with a wide range of people	X	
Able to manage stakeholders, including Senior Managers and Members of RBFA in a professional way, demonstrating political understanding.	X	
Able to persuade, enthuse and convince a wide range of colleagues of their duties towards project management.	X	
High level of problem solving and reasoning including high level negotiating skills	X	
Able to draft clear and concise policy documents, plans and other reports	X	
Able to manage staff and budgets effectively	X	
Successful track record of managing a demanding personal workload, effectively balancing strategic and operational responsibilities	X	
Experience of managing communications function.	X	

Experience of corporate planning, processes and tools	X	
Experience of organisational performance management and strategy development and organisational governance	X	
Experience of designing and delivering corporate events		X
Experience of leading and matrix managing a wide range of stakeholders from different professional services.	X	
Experience of managing under matrix management systems and budgets.		X
Experience of CRMP delivery and organisational risk management and reporting.		X
Knowledge of the Fire and Rescue Sector		X

Other Requirements

Ability to travel to other locations across Berkshire and the UK for national meetings.
Flexible approach to working hours and attendance and able to work outside normal office hours as required by the role in particular support of Fire Authority.

This is a politically restricted post.

Medical assessment, fitness test and Basic DBS check as appropriate

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. 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	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.
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Profile prepared by:	Nikki Richards		
Approved by:	Nikki Richards		
Profile Effective from:	7 April 2022	Last reviewed:	
Post holder name		Signature	
		Date	