ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Job Title:	**Group Manager Response and Assurance Manager**		
Post Reference		**Permanent/ Temporary**	Permanent
Role:	Group Manager (A)	**Hours:**	Flexible Duty System
Reports to:	GM (B) Service Delivery Hub Manager		
Line Management responsibilities: (Direct and Indirect)	Direct line management of Station Managers on Fire Stations and indirect responsibility for remaining fire station staff within the Hub. East and Central Hub line management of retained sections. West Hub line management of hub-based Station Manager. Central Hub line management of Watch Managers at Wokingham Fire Station. See Organisational Structure below.		
Directorate / department:	Service Delivery		
Location:	East, Central, or West Hub		
Politically restricted:	**Yes X**		**No**
Level of DBS Check Required	☐ **Standard** ☐ **Enhanced** ☒ **Enhanced (with barred Child)** ☐ **Enhanced (with barred Adult)**		

ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Main Purpose of the Job:

To support the Hub Manager in the integrated delivery of prevention, protection, response and resilience activities within the Hub.

To support the Hub Manager in the management and reduction of risk within the Hub's geographical area.

Contribute to the development and implementation of the Local Safety Plans.

Responsibility for effective performance management and supervision of the Hub.

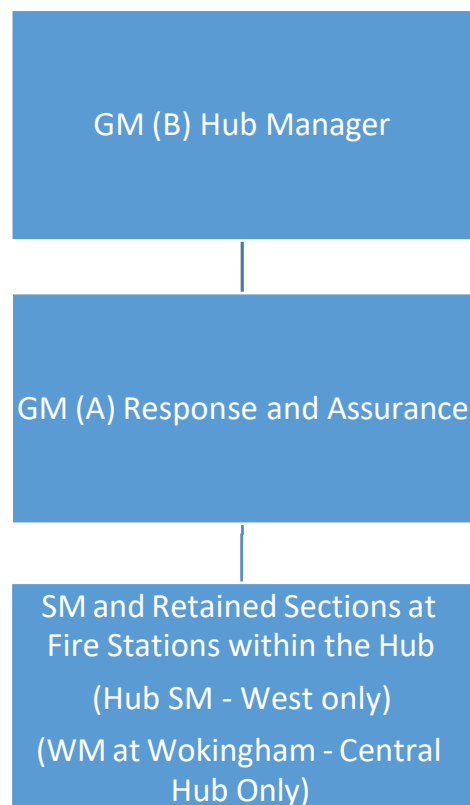Contribute to the overall management and forward planning of the Directorate.

Provide Level 2 and Level 3 operational cover as part of RBFRS Incident Command System, and provide Duty Officer Cover as part of the Duty Officer rota.

To perform other specialist operational roles as required by RBFRS.

Responsible for crewing and workforce planning of station-based personnel across the county (with equivalent officers in the other hubs).

Joint responsibility for the station audit process and operational assurance (with equivalent officers across Service Delivery).

Support Development and Assessment Pathways for personnel.

Organisational Structure

```
┌─────────────────────────────┐
│     GM (B) Hub Manager       │
└──────────────┬──────────────┘
               │
┌──────────────┴──────────────┐
│ GM (A) Response and Assurance│
└──────────────┬──────────────┘
               │
┌──────────────┴──────────────┐
│  SM and Retained Sections at │
│  Fire Stations within the Hub│
│    (Hub SM - West only)      │
│ (WM at Wokingham - Central   │
│        Hub Only)             │
└─────────────────────────────┘
```

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Role Map Duties and Responsibilities	
EFSM2. Lead, monitor and support people to resolve operational incidents	• Review and determine incident status, collecting and analysing relevant information • Assume responsibility and implement action to support those involved in the incident • Debrief people following incident resolution
EFSM6. Implement organisational strategy	• Allocate roles and responsibilities for implementation of strategic plans • Delegate and provide support to those who will undertake implementation • Maintain effective working relationships with those who can assist with implementation of the strategic plan
EFSM9. Implement and manage change in organisational activities	• Identify opportunities for improvement and evaluate proposed changes • Plan and agree the implementation of changes • Implement the changes
EFSM10. Plan and implement activities to meet service delivery needs	• Plan and allocate work activities to meet service delivery needs • Agree budgets and resources for work activities • Implement and evaluate work plans to achieve objectives • Make recommendations for improvement to work activities
EFSM11. Determine effective use of physical and financial resources	• Allocate resources to meet service delivery needs • Make recommendations for expenditure • Control expenditure against budgets
EFSM13. Select required personnel for employment	• Identify personnel requirements, including numbers, skills and experience required • Select required personnel and recommend improvements to the selection process
EFSM14. Manage the performance of teams and individuals to achieve objectives	• Allocate and delegate work to teams and individuals • Agree objectives and work plans with teams and individuals • Assess the performance of teams and individuals • Provide feedback to teams and individuals on their performance • Resolve performance issues with teams and individuals
EFSM15. Develop teams and individuals to enhance workplace performance	• Identify the development needs of teams and individuals, and plan their development • Develop and deliver learning and support for teams and individuals • Evaluate their development and help individuals to assess their own progress

ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

FSM16. Manage yourself to achieve work objectives	• Organise and structure personal work activities to achieve objectives • Develop and continuously improve productive working relationships ☐ Implement personal development plan to continuously improve personal performance
The following units are optional to the GM role - delete as appropriate	
EFSM17. Provide information to support decision making	• Obtain information for decision making • Record and store information • Analyse information to support decision making • Advise and inform others
EFSM18. Implement quality assurance systems	☐ Establish and maintain systems to monitor the quality of services, and recommend improvements to existing systems
EFSM19. Monitor compliance with quality systems	• Plan audits of compliance with quality systems, and implement them. • Report on the results of quality audits and evaluate the performance of auditors
EFSM22. Develop information systems to support service delivery objectives	• Identify information and communication requirements and specify system requirements • Evaluate different systems and select the most suitable • Implement systems in accordance with planned schedules and budgets • Monitor and evaluate their effectiveness
EFSM23. Agree project plan to meet specified objectives	• Agree the scope and definition of the project, assessing its feasibility • Develop plans to achieve the project's goals • Establish the project's resources and control methods
EFSM24. Co-ordinate projects to achieve objectives	• Support the project team by motivating team members, providing them with information, and gathering information from them • Co-ordinate activities, resources and plans, and identify emerging risks • Keep stakeholders informed of progress

Key responsibilities and Deliverables

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, and response and resilience.

Responsible for line management within the Hub structure.

Responsible for overseeing and managing the performance of the Hub working closely with the Prevention Manager, Protection Manager and others in the Hub team and RBFRS team.

Monitor changes in local risk profile and target the resources to match the risk

ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

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

Management of the fire station premises and frontline operational appliances within the hub.

Oversight of health and safety, operational readiness and effectiveness of fleet and equipment for the fire stations which post holder has line management responsibility for.

Effectively monitor and report on performance against Corporate Measures and Service Measures, taking relevant action where shortfalls are identified.

Direct responsibility for ensuring Station Managers complete monthly budgetary processes on time and in accordance with expectations.

Supporting Station Managers in ensuring clear expectations are set and desired behaviours identified, monitored, managed and delivered

Responsibility for retained duty system recruitment within the Hub (except West Hub).

Co-ordinate with the other Managers responsible for workforce planning across the county and the day-to-day management of staffing to ensure it is effective.

Responsible for the Operational Assurance and station audit processes for the hub.

Ensure station compliance with delegated elements of the Operational Assurance process (e.g. exercises, debriefs, and reporting).

Support and assist the Hub Management team in effectively leading and managing the Hub

Deputise for the all Hub Managers, attending meetings and forums when required.

Direct responsibility for spending on personal procurement card.

Indirect responsibility for fire stations within the Hub.

Indirect responsibility for frontline operational appliances within the Hub.

Personal Specification

Qualifications and training	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

Knowledge, skills and experience	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 and dialogue 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	
Responsible 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 Fire Service issues.	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
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 and Level 2 discipline investigations.		X
Experience of conducting Minor, Moderate and 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	
Able to create effective plans and prioritise work to meet deadlines.	X	
Computer literate and able to use electronic office systems.	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	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.
	Take responsibility for your own performance (including personal fitness) and participate positively in development activities.
Working Together	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.
Delivering Quality and Service	Treat members of the public with respect. Respond to the different needs of individuals and groups within the organisation and in the community.
Organisational Effectiveness	Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour. Demonstrate commitment to helping the service achieve its corporate commitments and vision.
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.

Profile prepared by:	Group Manager, Chris Holland	

Approved by:	Assistant Chief Fire Officer		
Profile effective from:	July 2021	Last reviewed:	May 2025
Post holder name		Signature	
		Date	