

# ROYAL BERKSHIRE

## FIRE AND RESCUE SERVICE

<b>Job Title:</b>	<b>Deputy Chief Executive, Director of Corporate Services</b>		
<b>Post Reference</b>		<b>Temporary/Permanent</b>	Permanent
<b>Grade:</b>	Director	Hours:	37 hours per week with requirement to work extra hours commensurate with post.
<b>Reports to:</b>	Chief Fire Officer/Chief Executive (CFO/CEX)		
<b>Line Management responsibilities:</b> (Direct and Indirect)	Direct Line Management responsibility for: <ul style="list-style-type: none"> <li>Head of HR and Learning and Development</li> <li>Head of Business and Information Systems</li> <li>Head of Corporate Services</li> <li>Head of Finance and Procurement</li> <li>Health and Safety Manager</li> </ul> Indirect line management responsibility for c.150 staff		
<b>Directorate/ department:</b>	Corporate Services		
<b>Location:</b>	Headquarters		
<b>Politically restricted:</b>	Yes		
<b>Level of DBS Check Required</b>	<input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
<b>Safeguarding Level Required</b>	<input checked="" type="checkbox"/> Level 1 <input checked="" type="checkbox"/> Level 2		

**Main Purpose of the Job:**

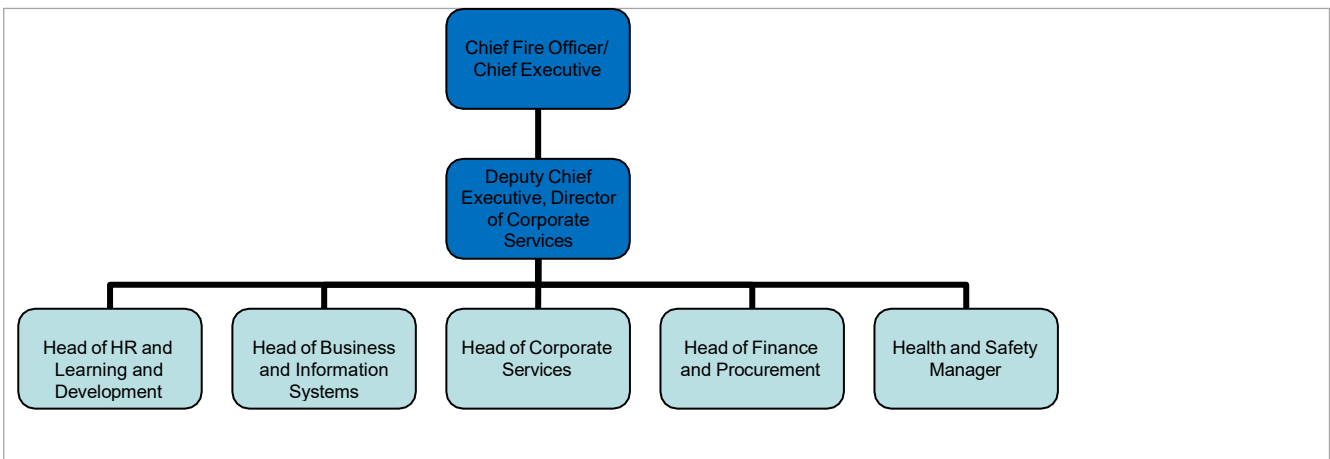
The overarching purpose and focus for the role of Deputy Chief Executive, Director of Corporate Services (DCEX) is to create a healthy, effective organisation with a culture of trust, high performance, and continuous improvement, which has the capacity and capabilities to deliver its objectives.

This role will ensure that effective arrangements are in place for strategic and corporate planning; programme and performance management and Business Information Systems.

The role is accountable for ensuring that effective financial strategies are in place across the service, to drive a culture of high performance and compliance, which is focused on delivering the organisation's objectives.

The role ensures that effective plans, policies and procedures are in place to meet all legislative aspects of Health and Safety and these are embedded into practices and systems of work throughout the organisation.

**Organisational Structure**



## Key Responsibilities and Deliverables:

Directly accountable for:

- Revenue budget of c.£6.5m
- Capital budget of c.£1m

Indirect influence on

- Pay bill of £25.5m

The role of DCEx operates within an increasingly multi agency context, directly supporting the Chief Fire Officer/Chief Executive (CFO/CEx) 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 Department for Local Government and Communities)
- Members of Parliament
- Local government politicians
- National Fire Chiefs Council (NFCC)
- Representatives bodies

As DCEx, the post holder has organisation wide responsibility for a range of cross cutting and corporate functions, and associated contacts with staff and managers from across the service as well as external contractors.

The post holder is accountable to the CFO/CEx within the general direction set by the Fire Authority. Work is primarily generated on the post holder's own initiative in response to member decisions and direction from the CFO/CEx. The post holder has freedom to act within the boundaries of legal requirements, Fire Authority Standing orders and RBFRS policy.

### 1. Leadership

Support the CFO/CEx in setting the pace for the organisation, providing and actively promoting clear, consistent, highly visible and authentic leadership across the service to build a culture of trust, high performance and continuous improvement.

Act as formal Deputy Chief Executive in the absence of the CFO/CEx to fulfil that role in relation to Corporate Services matters, alongside the Deputy Chief Fire Officer (DCFO) who will deputise for Service Delivery and Collaboration matters.

As a Director work collaboratively with other director level colleagues to lead the organisation; determine strategy and policy to meet the strategic objectives of the Fire Authority; and build a

culture of trust and high performance.

Lead, manage and develop a highly effective Directorate management team whose members work collaboratively to deliver their objectives.

## **2. Strategy**

Work proactively with senior managers and elected members to help them articulate and develop the RBFRS vision, values and goals.

Lead the overall strategic planning process and work collaboratively with director colleagues to ensure that their respective areas of focus are brought together into a coherent narrative that describes the future direction of the service; ensure clear links are in place between business planning, financial strategy, and workforce planning.

Ensure that up to date, effective systems are in place for planning, performance management and reporting, and oversee their operation.

Oversee the development and implementation of the organisations Community Risk Management Plan (CRMP) processes, ensuring that the community risk management arrangements of the Fire Authority meet the requirements of the National Framework.

Assist the CFO/CEX and wider senior leadership team in setting a clear strategic policy direction for the organisation, by analysing information, intelligence and risk, and working proactively to support Fire Authority members to develop an overarching vision and key policy objectives.

Actively participate in the corporate strategic planning process and work collaboratively with Director colleagues to ensure that respective areas of focus are brought together into a coherent narrative that describes the future direction of the service; ensure clear links are in place between business planning, financial strategy, and workforce planning.

## **3. Governance**

Provide members of the Fire Authority with the advice and information they need in relation to the Directorate's accountabilities and, in conjunction with the Monitoring Officer, that standards of governance are maintained.

Take the lead on Member development, ensuring effective delivery of induction and learning interventions to Fire Authority Members.

## **4. ICT and Information Management**

Ensure that effective systems and applications are put in place to facilitate efficient delivery of services, enable collaborative working with partners and achieve value for money. Oversee the development of the telephony and mobile working strategy to ensure that all members of staff have the tools to support effective service delivery.

Oversee the development and delivery of robust information management policies and systems, ensuring that the organisation complies at all times with data protection, freedom of information and other relevant legislation and that information is held, processed and shared securely.

Fulfil the duties and responsibilities of the Senior Information Risk Owner, assuring information and managing risks related to the use, processing, storage, and transmission of information or data and the systems and processes used for those purposes. Information assurance includes protection of the integrity, availability, authenticity, non-repudiation and confidentiality of user data. Responsible for the development and implementation of physical, technical and administrative controls to accomplish these tasks.

Ensure that external complaints are dealt with appropriately and in line with RBFRS policy, create a climate within the Corporate Services Directorate that encourages innovation, and optimise the use of technology to streamline systems, enhance service delivery and reduce cost.

**5. Organisational Development**

Oversee the ongoing development and delivery of the Organisational Development Programme that delivers the organisational capacity to achieve current and future objectives, building high levels of trust and employee engagement.

**6. Human Resources Management and Learning and Development**

Oversee the utilisation of workforce intelligence to plan for the future to ensure that the size, shape, skills and behaviours of the workforce meet future requirements, and spot areas that need targeted attention.

Oversee the development a modern framework of employment policies and practices that help the organisation achieve its cross-cutting objectives, continuously update them in line with developments and best practice, and ensure their implementation and integration into mainstream management practice.

Oversee the development of a HR and Learning and Development team that is focused on strategic goals and organisational transformation; that is capable of maintaining a strong professional presence with officers and members; and is proactive in supporting line managers to deliver their objectives and effectively manage change.

**7. Project and programme management**

Ensure that up to date, effective systems are in place for project and programme management, oversee their operation and ensure consistent standards of implementation across RBFRS.

Initiate, lead and ensure the delivery of a range of organisational projects and programmes; put in place appropriate governance arrangements; apply appropriate programme and change management tools and techniques to ensure effective delivery and benefits realisation.

**8. Corporate Communications**

Oversee the development and implementation of a Corporate Communications Strategy covering internal and external communications to ensure a coherent and coordinated approach that reflects and reinforces the RBFRS brand.

Ensure the provision and maintenance of a comprehensive, proactive media and public relations service for RBFRS and the Fire Authority that promotes the interests of the service.

**9. Finance and Procurement**

Ensure that appropriate and robust financial management and reporting systems are in place, allowing the Fire Authority to effectively scrutinise financial performance. Ensure that a balanced budget is delivered each year and proactive long-term planning is in place to achieve reductions in government grant. Oversee the performance of the Head of Finance and Procurement/Chief Finance Officer and related teams.

Oversee the procurement activity, ensuring that systems are in place to properly secure and manage all contracts and spend across RBFRS, that local policies reflect legal guidance and good practice and that information is shared to fulfil the transparency agenda and reduce the amount of time dealing with supplier information requests.

**10. Health and Safety**

Take organisational responsibility for Health, Safety and Welfare, managing the competent person for the provision of health and safety advice.

Oversee the development of health and safety policy; assign responsibility for planning, measuring, reviewing and auditing the H&S management system, and ensure that H&S performance is

regularly reviewed.

Chair the joint Health, Safety and Welfare Committee and act as the H&S champion at all appropriate meetings, including SLT and relevant Fire Authority groups, to promote Health and Safety and ensure that it has a high profile in the organisation.

### **11. Managing Services**

- Manage, develop and commission a business like, highly motivated and competent: HR and Learning and Development team that is focused on strategic goals and organisational transformation; proactively supporting line managers to deliver their objectives and effectively manage change.
- Manage, develop and commission a business like, highly motivated and competent Corporate Services team focused on effective and efficient Business Support and Communications in support of service delivery.
- Manage, develop and commission a business like, highly motivated and competent Business and Information Systems team focused on the implementation of business improvement across the Service and on ensuring fit for purpose business systems are in place to support the delivery of the Fire Authority's strategic commitments and effective and efficient service delivery.

Create a climate within the Corporate Services Directorate that encourages innovation, and optimises the use of technology to streamline systems and enhances public value and efficiency with a view to reducing costs.

### **12. Performance**

Develop and monitor a set of performance indicators that demonstrate the impact, effectiveness and efficiency of the Support Service Directorate.

### **13. Managing resources**

Ensure that budgets and resources are utilised to optimum effect to deliver statutory responsibilities and strategic goals, and to generate income in line with agreed policy.

Manage and monitor budgets in line with Standing Orders and Financial Regulations, ensuring the best use of the Authority's financial resources and Value for Money.

### **14. Standards of conduct**

Actively promote the values and reputation of RBFRS, ensuring high standards of conduct and integrity throughout the service, and encouraging behaviours that build trust within the organisation, and with partner organisations.

### **15. Building Relationships**

Act as an ambassador for RBFRS with external organisations, proactively building relationships and networks to promote the service, enhance the reputation of RBFRS, and create productive conditions for collaborative working.

Support the CFO/CEX to build constructive relationships with staff and Trade Union representatives to develop and foster a positive employee relations climate that facilitates change.

Develop and maintain a beneficial network and sound working relationships with colleagues, elected members and external organisations in order to facilitate productive working.

### **16. Business Continuity Management**

Take personal responsibility as required for the handling of major events and business continuity

risks and undertake necessary roles in the Critical Events Management Team (CEMT) and Thames Valley Local Resilience Forum.

### 17. Policy / Adviser to FA and RBFRS

Act, in conjunction with the DCFO, as RBFRS's principal policy advisers on corporate strategy and performance; set and monitor standards across the organisation to ensure consistency of implementation. Advise the Fire Authority on community risk and corporate risk.

### 18. Other duties/ general responsibilities

Represent RBFRS and lead/participate in regional and national work streams, special interest groups and events, such as those undertaken by the National Fire Chiefs Council and the Local Government Association, in order to contribute to Fire and Rescue service development, and promote the interests of Royal Berkshire and the service.

Champion and demonstrate active commitment to organisational policies on:

- Health and Safety
- Fairness/ Diversity
- Environmental issues

## Personal Specification

Qualifications and training	On recruitment	After Training
Degree or higher qualification, indicating intellectual capacity for analysis, data presentation and reporting.	X	
Management qualification	X	
Proven evidence of continuous professional development and / or academic development	X	
CIPD Qualified (MCIPD or FCIPD) or equivalent		X
Relevant senior management qualifications. (e.g. MBA/MSc)		X
Relevant IT / Business Systems qualification		X
Successful completion of , Executive Leadership Programme, or similar		X
Prince 2 or MSP or equivalent		X

Knowledge, skills and experience	On recruitment	After Training
Able to cultivate effective relationships with a wide range of people including elected Members, based on trust and mutual respect	X	
Strong performance focus and commitment to improving public service delivery	X	
Confident and inspiring leadership	X	
Collaborative, enthusiastic team player	X	
Commitment to high professional standards	X	
Enthusiastic innovator/challenges status quo	X	

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Professional courage; self-confidence; personal resilience; integrity	X	
Demonstrable commitment to Equality and Diversity	X	
Full range of management skills: people; budget; performance; information; operations; contracts and procurement	X	
Strong analytical skills/able to disseminate complex data	X	
Confident negotiator	X	
Highly influential, with well-developed written and oral communication skill	X	
Sound judgement/decision making	X	
Computer literate	X	
Track record in developing organisational strategies that deliver business outcomes	X	
Knowledge & understanding of the corporate requirements of a business service, including legal, budgets, environmental and health & safety responsibilities.	X	
Broad understanding and experience of delivering change management and interventions to support organisational transformation and culture change.	X	
Strong understanding of the complexities of working in a political environment and an ability to maintain credible professional presence with elected Members	X	
Demonstrable ability to lead, motivate and develop a team of professionals, and manage operations to ensure delivery to defined performance standards and demonstrating VFM	X	
Successful track record of managing a demanding personal workload, effectively balancing strategic and operational responsibilities	X	
Proven track record of delivering and implementing organisational systems and processes.	X	
Proven track record of managing diverse teams with a wide range of professional competencies.	X	
Finance – knowledge of local government /public sector funding	X	
Head of Service, with extensive leadership experience	X	
Successful track record in delivering complex organisational change/transformation in a comparably complex environment	X	
Proven track record of managing and developing of high performing multi- disciplinary teams.	X	
Proven experience of project management	X	
Proven successful senior management experience.	X	
Coaching/mentoring		X



Thorough, up to date understanding of recent and forthcoming employment legislation and modern HR practices, and awareness of their practical application in the public sector		X
Involvement with elected Members and other political groups as appropriate.		X
Achievement of results through partnership working, internally and externally.		X
Uniformed service experience		X
Public sector experience		X

### Other Requirements

Full driving licence

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.

### RBFRS Behaviours

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading the Service**

#### Leading Yourself (Behaviours for Everyone)

<b>Safe</b>	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
<b>Supportive</b>	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
<b>Inclusive</b>	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.

#### Leading Others (Behaviours for those who Manage/Influence Others)

<b>Safe</b>	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
<b>Supportive</b>	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
<b>Inclusive</b>	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.

Leading the Service (Behaviours for those in Senior Management Positions)	
Safe	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
Supportive	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
Inclusive	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-to-day, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

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<b>Profile prepared by:</b>	Wayne Bowcock, Chief Fire Officer/Chief Executive		
<b>Approved by:</b>	Wayne Bowcock, Chief Fire Officer/Chief Executive		
<b>Profile Effective from:</b>	September 2021	<b>Last reviewed:</b>	September 2021
<b>Post holder name</b>		<b>Signature</b>	
		<b>Date</b>	