

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

Job Profile

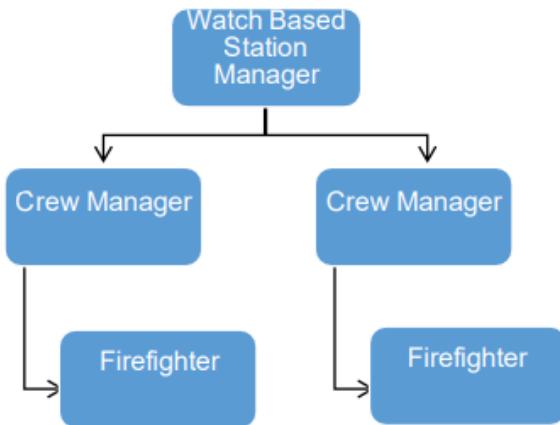
Job Title	Wholetime Crew Manager		
Post Reference	Multiple	Temporary/Permanent	Permanent
Role		Hours	42 hours over watch rota
Reports to	Watch manager (Station Based)/Watch based Station Manager		
Line Management Responsibilities (Direct and Indirect)	Firefighters on watch		
Directorate/ Department	Service Delivery - Response		
Location	Various stations in Berkshire		
Politically Restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
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)		
Safeguarding Level Required	<input checked="" type="checkbox"/> Level 1 <input checked="" type="checkbox"/> Level 2		
Main Purpose of the Job: Contribute to the protection of people & making communities safer by: <ul style="list-style-type: none"> • Management, leadership and training of operational staff and their activities to ensure effective service delivery to the public • Supervising & delivering effective community safety programmes • Managing the maintenance & response of the emergency service • Providing leadership & support at operational incidents as a Level 1 Commander • Undertake investigations as required • To contribute to the overall management & forward planning of watch activities 			

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile

Organisational Structure (depending upon location)

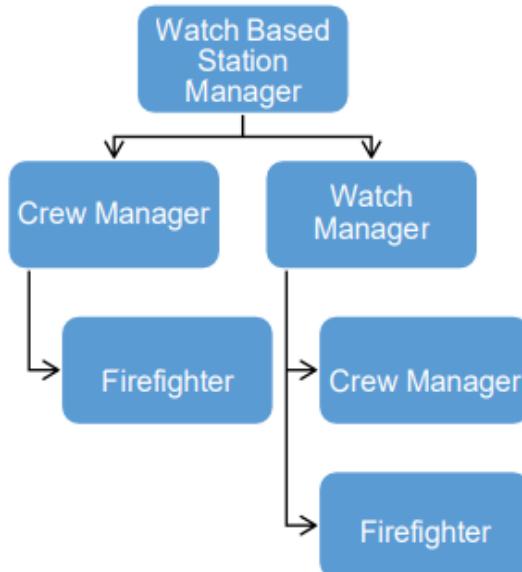
Newbury



Slough/Langley

Theale/Whitley Wood

Caversham Road/ Wokingham Road

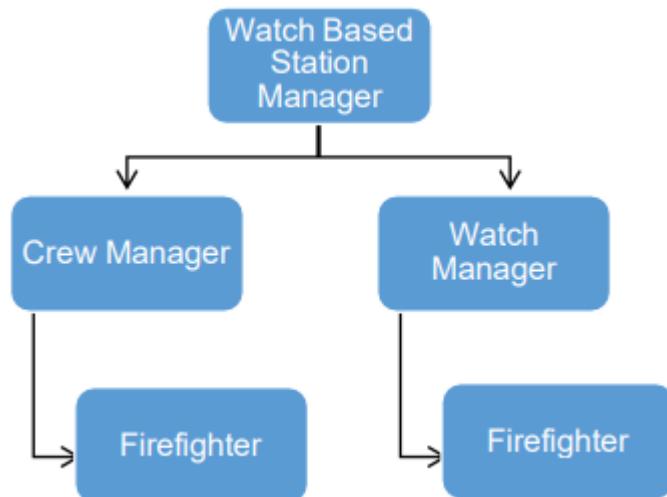


ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

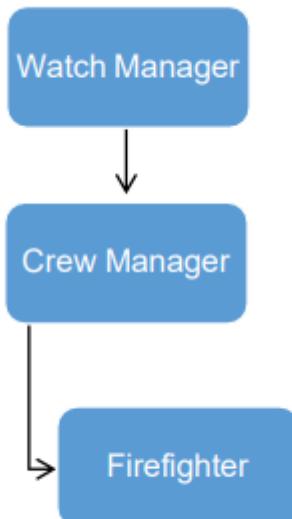
Job Profile

Maidenhead/ Windsor

Bracknell/Ascot



Wokingham



Role Map Duties and Responsibilities:

FF1. Inform and educate your community to improve awareness of safety matters	<ul style="list-style-type: none"> Participate in special events designed to promote fire safety, both on RBFRS premises and in the community. Distribute safety information, either in response to requests or through leaflet drops. Facilitate learning by demonstrating fire safety, first-aid firefighting, calling Emergency Services and fire survival methods Help raise the role and profile of the Fire Service in the local community Host and guide members of the public visiting Fire Service premises
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ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

Job Profile

FF8. Contribute to fire safety solutions to minimize risks to your community	<ul style="list-style-type: none"> Inspect premises, individually and as part of a team, to minimise risks to people, property and the environment Prepare and produce written and verbal reports on Fire Safety inspections, to specified deadlines
WM1. Lead the work of teams and individuals to achieve their objectives	<ul style="list-style-type: none"> Plan work for your watch on a daily and weekly basis, allocating tasks and duties and setting objectives Assess individuals and teams against their prescribed standards of performance in their completion of tasks Take opportunities during normal work activities, debriefs and performance reviews to give constructive feedback to your team and individuals, to improve performance
WM2. Maintain activities to meet requirements	<ul style="list-style-type: none"> Manage work activities to ensure that deadlines and objectives are consistently met, monitoring progress and resolving and problems that arise Maintain health, safety and security measures, ensuring that working conditions conform to requirements. Ensure that health & safety breaches are resolved and reported Encourage and support suggestions for improvement to working practices and systems, and to personal and organisational performance
WM4. Take responsibility for effective performance	<ul style="list-style-type: none"> Take responsibility for personal performance, including your own health and fitness Continually improve your performance through self-assessment and action to address your development needs. Establish and maintain effective working relationships with people within the organisation and externally Maintain standards of dress and personal appearance in keeping with the image of a professional service
WM5. Support the development of teams and individuals	<ul style="list-style-type: none"> Contribute to the identification of development needs for individuals on your watch, and the watch as a whole Prepare effective plans to meet identified performance gaps for individuals and teams Take part in the development of individuals and your watch as a whole, including coaching and on-job development as well as individual feedback and support Contribute to the assessment of performance improvements resulting from development activities
WM6. Investigate and report on events to inform future practices	<ul style="list-style-type: none"> Gather information from a range of sources to support the investigation of an event Prepare and present your findings and conclusions, based on the analysis of the information you have collected
WM7 Lead and support people to resolve	<ul style="list-style-type: none"> Prepare clear and appropriate plans for initial response to operational incidents, including anticipated resource demands, allowing for potential changes during the course of the incident

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile

operational incidents	<ul style="list-style-type: none">• Implement the plans that you prepare, confirming objectives and deploying appropriate resources.• Ensure that operational incidents are closed and all action taken to ensure that the incident is resolved or brought to handover point• Conduct a debrief of individuals and groups, including feedback on performance, recognition of successful actions, and addressing of risk-critical issues• Throughout, communicate clearly, concisely, constructively and with appropriate priority with a range of people.
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Key responsibilities and Deliverables

Report to their respective Watch Manager/Watch Based Station Manager/Station Manager

- Work effectively & jointly with other JOs to manage & administer a watch to achieve the required objectives of the organisation in line with policies and procedures
- Responsible for the direct management of the Firefighters on their watch
- Support the delivery of community safety objectives to protect the public and make Berkshire safer
- Manage & support the maintenance and delivery of the emergency service.
- Deputise in the absence of the Watch Manager as required
- Responsible for the effective liaison with the other watches on the station, other departments within RBFRS, over the boarder FRS, other Emergency Services and agencies where appropriate
- Provide tactical operational support at incidents as a Crew Manager in a command support / functional role or as the Incident Commander
- To provide operational cover at Level 1 within RBFRS's Incident Command System
- Be responsible for the effective management of the Firefighters on their watch. Develop & manage them accordingly to improve effectiveness, efficiency & reduce the overall risk to the community.
- Be responsible for the efficient delivery of all operational services in relation to response functions & delivery of agreed Prevention and Protection strategies

Special Appliances

- To take responsibility for crewing special appliances on the station and request any changes required for the vehicles on their station such as equipment, PPE or procedures to comply with legislative changes, national or regional guidance or best practice changes.

Management Administration

- Assist the Watch Manager with the delivery of appropriate levels of service through the implementation and interpretation of policies & procedures
- Complete all applicable IRS reports to a high standard and within the agreed timescales

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile

- Assist with the completion of allocated Safe and Well visits as required to support the organisational aims and objectives in making Berkshire Safer

Personnel Management

- Provide effective line management and promote, implement and comply with all service policies, procedures, practices & principles
- Work with the Watch Manager to ensure that all personnel on their watch have a quality personal development review annually and an agreed documented record is maintained (Form 46c).
- To assist the Watch Manager with coaching, mentoring and developing staff in line with their personal development interviews and associated development plans to ensure that they are equipped with the necessary skills, knowledge and experience to fulfil their roles.
- Attend Junior Officer Management meetings as required by the Station Manager

Communications

- To establish and maintain effective communications between individuals, watches, departments and external stakeholders.
- To contribute effectively to RBFRS communications & information strategies.

Training

- To formulate & conduct training activities as required by the Operational Training Planner in order to plan training and maintain competence.
- Undertake any training activities as directed by the Learning & Development Department
- To ensure that a robust training methodology is adopted & implemented within their watch and recorded onto Firewatch
- To ensure that a robust training methodology is adopted & implemented for any appliances that are allocated to their station
- To assist in the planning, recording and implementation of station based training in accordance with procedures
- Maintain own core skills training as well as responsibilities for becoming a Supervisory Manager

Assessments

- To undertake Firefighter Development and Assessment Pathway assessments on allocated candidates as agreed and ensure there is robust communication with the Station Manager and nominated internal verifier.

Person Specification

Qualifications and training	On recruitment	After Training
Competent at Firefighter level	X	
(Desirable) Current UK driving licence	X	
Crew Manager Development and Assessment Pathway		X
IOSH Managing Safely		X

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

Job Profile

Level 3 Award in Education and Training (AET) qualification or training to required standard (must attain within 18 months of appointment)		X
Level 1 Incident Command (IC)		X

Knowledge, skills and experience	On recruitment	After Training
Open to Change	X	
Committed to Diversity and Integrity	X	
Confident and Resilient	X	
Able to work effectively with others	X	
Effective communication skills	X	
Committed to development of self and others	X	
Able to make appropriate decisions and create practical solutions	X	
Able to maintain awareness of the environment	X	
Committed to excellence	X	
Able to create and implement effective plans	X	
Able to command incidents at Level 1	X	
Practical experience of a full range of operational incidents	X	
Able to work in water as WR3 responder (Caversham Road and Slough, if applicable)		X
Specialist water rescue equipment and procedures (Caversham Road and Slough, if applicable)		X

Other Requirements

Able to satisfy the medical and fitness requirements to the role, including minimum standards of eyesight, colour vision and hearing.

Able to work at height and in confined spaces. Committed to providing a service to the community. Confident in Water and able to self-rescue.

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.

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile

RFRS 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 Others**

Leading Yourself (Behaviours for Everyone)

Safe	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.
Supportive	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.
Inclusive	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)

Safe	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.
Supportive	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.
Inclusive	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.

Profile prepared by:	HR
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Approved by:	Service Delivery		
Profile Effective from:	December 2023	Last reviewed:	May 2025
Post holder name:		Signature:	
		Date:	