

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

Job Title	Deputy Chief Fire Officer / Director of Service Delivery		
Post Reference	DCFO	Temporary/Permanent	Permanent
Grade	Principal Officer / Director	Hours	37 hours per week with requirement to work extra hours commensurate with post. Operational duties in conjunction with other Principal Officers.
Reports to	Chief Fire Officer / Chief Executive (CFO / CEx)		
Line Management Responsibilities (Direct and Indirect)	Direct line management responsibility for: - Area Manager, Policy and Assurance - AM Prevention and Protection - AM Response and Resilience		
Directorate/ Department	Service Delivery		
Location	Headquarters and agile		
Politically Restricted	Yes ☒		No ☐
Level of Security Clearance Required	☒ SC (Security Check) ☒ NPPV3 (Non-Police Personnel Vetting)		
Level of DBS Check Required	☐ Standard ☐ Enhanced ☒ Enhanced (with barred Child) ☐ Enhanced (with barred Adult)		
Safeguarding Level Required	☒ Level 1 ☒ Level 2		

Main Purpose of the Job

The Deputy Chief Fire Officer is responsible for leading and assuring the effective delivery of Royal Berkshire Fire and Rescue Service's core services to the communities of Berkshire.

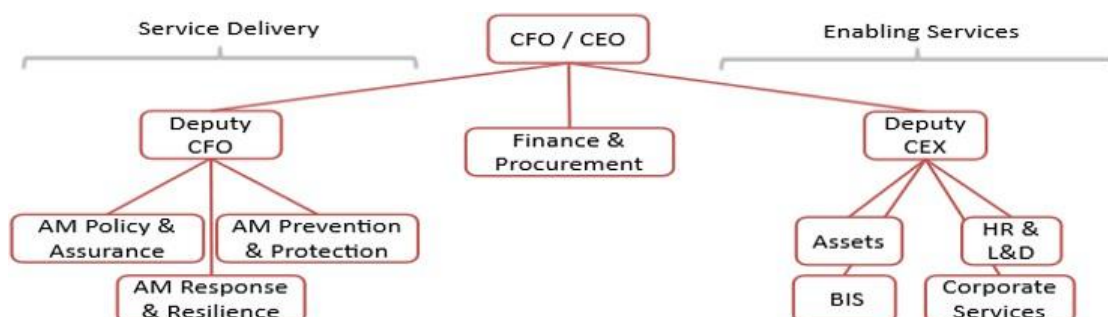
As a member of the Director Team, the postholder provides strategic leadership for prevention, protection, response, resilience, operational policy, operational assurance and service delivery performance. The role ensures that the Service understands and responds to community risk, maintains strong operational readiness, and delivers safe, effective and high-quality services to the public.

Working closely with the Chief Fire Officer / Chief Executive and Deputy Chief Executive, the Deputy Chief Fire Officer ensures that service delivery is supported by clear standards, effective planning, professional competence, operational learning and evidence-led decision-making. The role provides assurance that operational activity is compliant, effective and aligned to the Community Risk Management Plan, Fire Standards and the strategic priorities of the Fire Authority.

The Deputy Chief Fire Officer champions a One Team for Berkshire approach, ensuring prevention, protection, response, resilience and enabling services work together intelligently to create safer communities. The role also promotes exceptional professional standards ensuring staff are equipped, and supported to operate safely and effectively within a culture that remains safe, supportive and inclusive.

In the absence of the Chief Fire Officer / Chief Executive, the Deputy Chief Fire Officer will deputise primarily in relation to service delivery, operational command and public safety matters, working alongside the Deputy Chief Executive on corporate and enabling service matters.

Organisational Structure



Key Responsibilities and Deliverables:

Strategic Leadership and Service Delivery Direction

Support the Chief Fire Officer / Chief Executive in setting the strategic direction, standards and expectations for service delivery across Royal Berkshire Fire and Rescue Service. Provide visible and effective leadership across prevention, protection, response, resilience and operational assurance, promoting a safe, supportive and inclusive culture focused on delivering excellent services to communities.

Act as Deputy Chief Fire Officer and provide organisational leadership in the absence of the Chief Fire Officer / Chief Executive, primarily in relation to service delivery, operational command and public safety matters.

Work collaboratively with the Deputy Chief Executive and other senior leaders to ensure service delivery and enabling services operate as One Team for Berkshire.

Deliverable: A well-led Service Delivery Directorate with clear priorities, strong professional standards and a shared focus on creating safer communities.

Community Risk and Service Delivery Planning

Lead the translation of community risk, operational intelligence and organisational priorities into effective service delivery plans.

Support the development of the Community Risk Management Plan, ensuring prevention, protection, response and resilience activity is aligned to the risks facing Berkshire's communities and considered through an integrated approach.

Ensure service delivery plans are informed by clear organisational learning, benefit from external good practice and are aligned to an agreed standard such as Fire Standards.

Work with enabling service colleagues to ensure workforce, assets, systems and resources are aligned to current and future service delivery needs.

Deliverable: Service delivery plans that are evidence-led, risk-based and focused on improving outcomes for the communities of Berkshire.

Operational Readiness, Response and Resilience

Provide strategic leadership for operational response and resilience, ensuring the Service is prepared to respond safely and effectively to emergencies, major incidents and periods of increased demand.

Ensure operational policies, procedures, training, equipment and command arrangements support safe and effective incident management.

Maintain strategic oversight of operational preparedness, including availability, competence, resilience arrangements and operational performance.
Provide operational cover through the Principal Officer Continuous Duty rota and undertake strategic command roles as required.

Deliverable: A resilient and operationally ready fire and rescue service capable of responding effectively to current and emerging risks.

Prevention, Protection and Public Safety

Provide strategic leadership for prevention and protection services, ensuring activity is targeted, evidence-led and focused on reducing risk within communities.

Ensure prevention activity supports safer communities by focusing on vulnerability, risk reduction and partnership working.

Ensure protection activity supports public safety through effective regulation, enforcement, engagement and risk-based inspection.

Promote integrated working across prevention, protection, response and resilience so that intelligence and learning are shared and used to improve outcomes.

Deliverable: Effective prevention and protection services that reduce risk, improve public safety and support the Service's mission of creating safer communities.

Operational Policy, Standards and Assurance

Lead the development and assurance of operational policy, standards and procedures, ensuring they remain current, clear, proportionate and aligned to legislation, national guidance, Fire Standards and operational learning.

Ensure the Service has effective arrangements for operational assurance, including monitoring, review, learning and improvement.

Provide assurance to the Chief Fire Officer / Chief Executive, Fire Authority and stakeholders that service delivery is safe, compliant and effective.

Work with the Deputy Chief Executive to ensure organisational assurance arrangements connect corporate governance with operational performance and learning.

Deliverable: Clear operational standards and assurance arrangements that support safe, effective and compliant service delivery.

Operational Learning and Continuous Improvement

Lead a culture of learning across service delivery, ensuring lessons from incidents, exercises, audits, inspections, complaints, performance data and partner feedback are acted upon.

Ensure operational learning is translated into meaningful improvements in policy, training, equipment, command, prevention, protection and resilience arrangements.

Promote simplification of operational processes where this improves clarity, efficiency, safety and effectiveness.

Encourage innovation and constructive challenge to improve service delivery and maximise public value.

Deliverable: A learning-led Service Delivery Directorate that continuously improves and adapts to changing risk and community need.

Workforce Capability and Professional Standards

Ensure service delivery teams have the competence, leadership, behaviours and professional standards required to deliver safe and effective services.

Provide strategic oversight of operational workforce capability, ensuring training, development, supervision and assurance arrangements support current and future operational needs.

Promote a culture where staff feel safe, supported, included and held to account for maintaining high standards. Work with people and learning colleagues to ensure workforce planning, leadership development and competence frameworks support service delivery priorities.

Deliverable: A capable, confident and professional workforce that can meet the changing needs of communities and the organisation.

Collaboration and Partnership Working

Lead and strengthen collaboration with fire and rescue services, emergency services, local authorities, resilience partners and national fire sector bodies.

Ensure collaborative arrangements, including Thames Valley Fire Control Service where appropriate, are effective, resilient and deliver value for communities.

Represent Royal Berkshire Fire and Rescue Service in local, regional and national forums, promoting the interests of the Service and contributing to wider fire sector development.

Use partnerships to improve efficiency, effectiveness, consistency, share learning, increase resilience and support better outcomes for communities.

Deliverable: Strong partnerships and collaborative arrangements that improve public safety, resilience and service effectiveness.

Operational Requirements for Assets, Fleet and Equipment

Work with the Deputy Chief Executive and Assets function to ensure operational requirements are reflected in asset strategies, investment planning and lifecycle decisions.

Ensure fleet, equipment, facilities and operational infrastructure support staff safety, operational effectiveness, resilience and changing community risk.

Use operational learning, risk intelligence and workforce feedback to inform future asset and equipment requirements.

Deliverable: Operational asset requirements that are clearly defined, evidence-led and aligned to service delivery, staff safety and community risk.

Performance, Risk and Resource Stewardship

Ensure service delivery performance is monitored, understood and improved through clear information, effective assurance and timely reporting.

Manage service delivery risks effectively, ensuring they are identified, assessed and escalated where required.

Promote responsible use of public resources across service delivery, ensuring capacity, people, equipment and budgets are focused on the areas of greatest risk and public value.

Support financial planning by ensuring service delivery requirements are clear, evidence-based and aligned to organisational priorities.

Deliverable: Service delivery resources that are focused, efficient and aligned to risk, performance and public value.

Fire Authority Advice and Public Accountability

Provide clear, balanced and evidence-based advice to the Chief Fire Officer / Chief Executive, Fire Authority and senior leaders on service delivery, community risk, operational assurance and public safety matters.

Ensure Fire Authority Members receive the information needed to scrutinise service delivery performance and make informed decisions.

Translate complex operational and risk information into clear options, implications and recommendations.

Promote transparency, professionalism and accountability in all areas of service delivery.

Deliverable: Effective Fire Authority assurance and decision-making in relation to service delivery, operational risk and public safety.

Overall Success Measures

Success in the Deputy Chief Fire Officer role would be demonstrated through:

- Safe, effective and resilient emergency response arrangements.
- Strong prevention and protection services focused on community risk.

- Clear operational standards, policy and assurance arrangements.
- Staff who are trained, equipped and supported to operate safely and professionally.
- Strong operational learning and continuous improvement.
- Service delivery decisions informed by risk, intelligence, data and community insight.
- Strong collaboration across Thames Valley, local resilience partners and the wider fire sector.
- Clear operational requirements informing estate, fleet, equipment and technology planning.
- Effective assurance to the Chief Fire Officer / Chief Executive, Fire Authority and public.
- A Service Delivery Directorate that works as One Team for Berkshire to create safer communities.

Person Specification

Qualifications and training	On recruitment	After Training
Degree level qualification or equivalent professional experience.	X	
Evidence of ongoing professional development.	X	
Significant executive or senior leadership development.	X	
Postgraduate qualification (MBA, MSc, MPA etc.).		X
Executive Leadership Programme or equivalent.		X
Strategic Incident Command qualification (Level 4) or equivalent.	X	
Multi-Agency Incident Command qualification or equivalent.	X	
Knowledge,	On recruitment	After Training
Strategic planning, performance management and organisational improvement.	X	
Risk management, organisational assurance and internal control arrangements.	X	
Financial management and resource stewardship within a complex organisation.	X	
Workforce planning, organisational development and cultural leadership.	X	
Governance, accountability and public sector decision-making arrangements.	X	
Health, safety and organisational resilience.	X	
Operating effectively within a political and stakeholder-rich environment.	X	
Community Risk Management Planning and risk-based service delivery.	X	
Prevention, Protection, Response and Resilience functions within a Fire and Rescue Service.	X	
Operational policy, operational assurance and continuous improvement.	X	

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Fire Standards, operational preparedness and service improvement frameworks.	X	
Strategic command, emergency management and multi-agency response arrangements.	X	
Local government, emergency services and wider public sector operating environment.	X	
Experience	X	
Significant experience operating at senior leadership or executive level within a complex organisation.	X	
Experience of providing strategic advice to boards, elected members or equivalent governing bodies.	X	
Successful leadership of organisational change, improvement and transformation programmes.		X
Experience of leading large and complex service delivery functions through empowered senior leaders.		X
Experience of leading workforce development, organisational culture and professional standards.	X	
Experience of managing significant budgets and ensuring effective use of resources.	X	
Experience of developing productive relationships with senior stakeholders, partners and representative bodies.	X	
Experience of operating effectively within politically sensitive environments and balancing competing priorities.	X	
Experience of leading operational assurance, performance improvement or professional standards within a service delivery environment.		X
Experience of leading operational services, emergency response or resilience functions within a complex organisation.		X
Experience of developing and implementing risk-based strategies and service delivery plans.	X	
Experience of leading collaborative arrangements involving multiple organisations and stakeholders.		X
Experience of strategic decision-making during major incidents, emergencies or business-critical situations.	X	

Skills and Attributes		
Strategic Leadership Ability to provide visible, credible and effective leadership across a complex organisation, creating clarity of purpose, direction and accountability.	X	
Service Delivery Leadership Ability to translate strategic priorities, community risk and organisational objectives into effective service delivery outcomes.	X	
Strategic Command and Decision-Making Ability to make sound decisions in complex, uncertain and high-pressure environments, including emergency and multi-agency situations.	X	
Governance and Judgement Ability to balance operational performance, organisational improvement and innovation with appropriate governance, assurance, compliance and risk management.	X	
Influencing and Political Awareness Ability to build credibility and influence elected members, partners, representative bodies and senior stakeholders.	X	
Strategic Thinking Ability to analyse complex information, intelligence and risk and convert this into clear decisions, priorities and outcomes.	X	
Communication Highly developed communication skills with the ability to present complex operational, strategic and organisational issues clearly and persuasively.	X	
Organisational Improvement Ability to simplify systems, challenge established practice and drive continuous improvement through learning, evidence and innovation.	X	
Building Organisational Capability Ability to build leadership capacity, develop high-performing teams and foster a positive, inclusive and learning-focused culture.	X	
Partnership Working Ability to establish and maintain effective relationships across organisational, geographical and professional boundaries.	X	
Operational Assurance and Learning Ability to establish effective assurance arrangements and translate operational learning, inspection findings, incidents and performance information into meaningful organisational improvement.	X	

Additional Operational Requirements	X	
Ability to provide strategic operational command within the Principal Officer rota. (From a suitable location normally within 90 minutes of HQ.)	X	
Experience of strategic command in emergency and multi-agency environments.	X	
Ability to fulfil Gold Command responsibilities and represent RBFRS within Strategic Co-ordinating Groups and other resilience arrangements.	X	
Able to maintain operational competence and fitness standards appropriate to the role.	X	
Able to provide out-of-hours strategic leadership and incident response when required.	X	

Other Requirements

Able to meet and maintain RBFRS medical and fitness standards.

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

Full driving licence and daily access to use of a car.

Willingness to undertake external activities in the wider FRS interest (subject to approval of Chairman and Fire Authority as appropriate)

Additional Operational Requirements

Able to provide stand by cover for strategic Level 4 incidents from a suitable location normally within 90 minutes of HQ. Able to travel to meetings / locations locally, regionally and nationally to meet requirements of role.

With other uniformed Principal Officers, provide operational cover in accordance with the agreed Principal Officer Continuous Duty rota.

Hold the necessary security clearances to facilitate unhindered incident command capability.

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)

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.

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Profile prepared by:	Mark Arkwell Chief Fire Officer		
Approved by:	Mark Arkwell Chief Fire Officer		
Profile Effective from:	July 26	Last reviewed:	July 26
Post holder name:		Signature:	
		Date:	