ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Job Title	**Area Manager Policy and Assurance**		
Post Reference		**Temporary/Permanent**	Permanent
Grade	Grade 10 equivalent	**Hours**	L4 Flexible Duty System
Reports to	Director Operations and Collaboration – Deputy Chief Fire Officer		
Line Management responsibilities (Direct and Indirect)	Mangers/senior professionals: up to 6 staff Staff: up to 55 staff including temporary and project staff		
Directorate/ Department	Operations and Collaboration		
Location	Service Headquarters		
Politically restricted	**Yes ☒**	**No ☐**	
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 and key responsibilities include:

Assisting in the development and implementation of the Response Strategies for the Service, accounting for legislative, regulatory and policy requirements.

Ensuring the updating of existing, and implementation of new, fit for purpose policies to enable effective Service Delivery.

Maintaining liaison with officers from other Directorates, Services, Local Authorities and the National Fire Chiefs' Council for, Response, Fire Control and operational support functions to ensure policy and practice is current and benefits from learning and good practise. The role is responsible for supporting change programmes and championing improvement to ways of working.

Driving forward collaborative initiatives, with active engagement with and leading on key projects in the Thames Valley Emergency Services Collaboration Programme, whilst also seeking wider opportunities for collaboration with partners. Ensuring the internal stakeholders are engaged as appropriate and linking into internal governance processes.

A range of operational support functions including the provision and maintenance of site specific risk information, emergency planning, Operational Learning and Assurance, mutual aid agreements and hydrant inspection and water supplies.

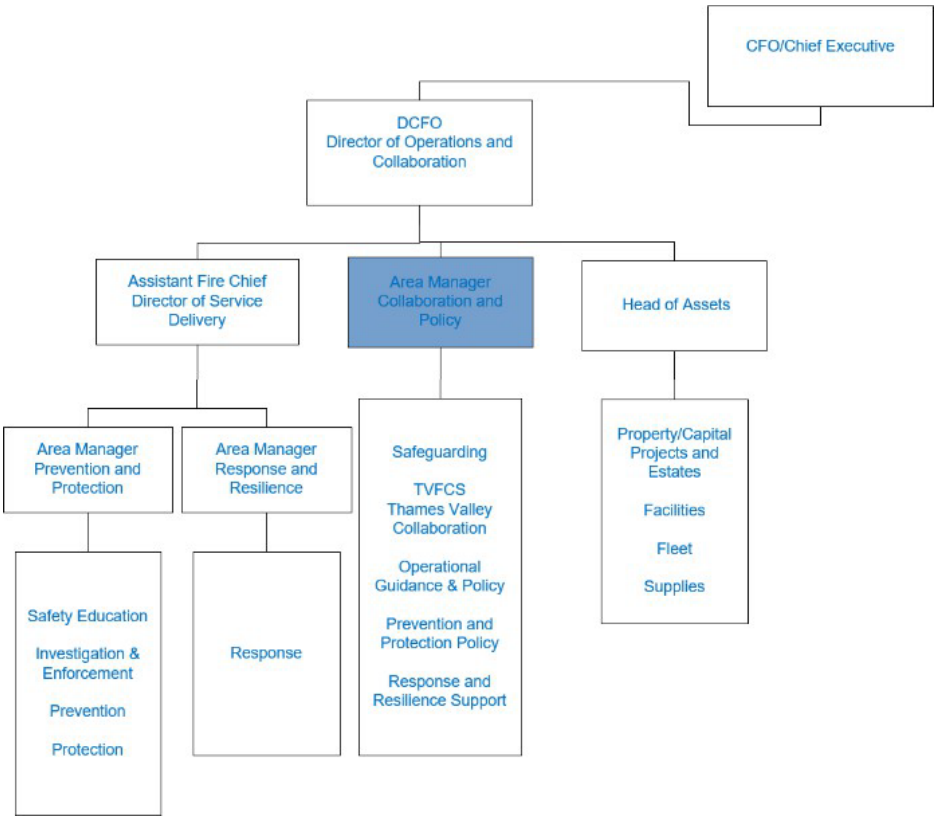
The administration and oversight of the services Business Continuity policy.

Coordinating the services engagement with the Local Resilience Forum, participating in LRF groups and activities where required.

The effective management, performance and delivery of Thames Valley Fire Control Service (TVFCS) with effective partner engagement.

Perform a key role, as required, as a member of the Service's Senior Leadership Team

Organisational Structure



Key Responsibilities and Deliverables:

- Lead, monitor and support people to resolve operational incidents
- Plan implementation of organisational strategy to meet objectives
- Lead organisational strategy through effective decision making
- Implement and manage change in organisational activities
- Select required personnel
- Manage the performance of teams and individuals to achieve objectives
- Advise on development and implementation of quality policies
- Implement quality assurance systems
- Develop information systems to support service delivery objectives
- Agree project plan to meet specified objectives
- Manage project to meet objectives

1. Responsibility for the development and management of a framework of operational strategies, policies and practices that drive and support efficient and effective delivery.

2. Develop, provide and maintain effective managerial systems to ensure efficient day to day management of the Response and Service Delivery policy functions.

3. Responsible for the effective management, performance and delivery of TVFCS against the service level agreement and quality standards, including business continuity arrangements.

4. Lead on Service level collaboration, ensuring the service meets its statutory duty to, identify opportunities for increased efficiency and effectiveness by engaging with partnerships and supporting effective governance.

5. Monitor and manage strategic objectives and service standards and ensure a skilled and motivated workforce that is focused on delivering these.

6. Aligned to the Operational Learning Fire Standard, be accountable for directing and overseeing the Services operational audit and assurance processes, ensuring learning is effectively captured, utilised for the development of policy, practice and training and shared internally and externally as appropriate.

7. To ensure operational risk information is accurate, up to date, consistent and assured across the Service, monitoring and reporting on related key performance indicators and developing plans for continuous improvement.

8. Be responsible for ensuring the Service has appropriate response plans in place for high profile events.

9. To be Responsible for centrally coordinating operational resource management across the service, supporting service delivery managers in delivering the Operational Resource Management Policy.

10. To be Accountable for ensuring delivery of the Service's Business continuity Policy.

11. To be Accountable for the services engagement with the Local Resilience Forum to ensure RBFRS meets its statutory requirements under the Civil Contingencies Act 2004, participating in LRF groups and supporting colleagues where required.

12. Be accountable for ensuring the service has up to date, effective mutual aid agreements in place.

13. To be accountable for the hydrant inspection programme and statutory duties in relation to water supplies.

14. In conjunction with the senior Leadership Team, shape the strategic direction of the Service in order to deliver the Authority's Vision, Commitments and Objectives.

15. To act as an advisor to the Fire Authority and its committees to ensure the provision of professional advice in decision making process.

16. To work Closely with the Fire Authority, promoting a relationship that encourages confidence and constructive challenge, for the purpose of protecting and improving the quality of life of the people of Royal Berkshire.

17. To ensure corporate policies are consistently adhered to within your own area of responsibility and across the organisation.

18. To ensure the effective management of resources in line with organisational priorities and in accordance with delegated authority and corporate governance arrangements of the Service.

19. To lead, develop and manage performance of individuals and teams to support an inclusive and high performing culture.

20. To establish, develop and maintain relationships with internal and external stakeholders at local and national levels to deliver the Service's purpose and aims.

21. To sponsor, lead and manage effective delivery of agreed key programmes and projects at both local and reginal levels.

22. To ensure compliance with the law, policy, procedures and guidance within your areas of responsibility, enabling the RBFRS values and behaviours to promote a culture which embraces safety, safeguarding, sustainability partnership working and inclusion.

23. To maintain competence in order to take command of incidents and to act as the nominated Fire Gold as required.

24. To provide strategic leadership, direction and effective management arrangements of the Service's corporate risk management activities.

25. To ensure that performance management is embedded in all aspects of emergency response and resilience functions, ensuring clear expectations are identified, agreed, monitored, managed and delivered within these functions.

General Responsibilities of RBFRS Leadership Team

Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct, integrity and behaviour at all times.

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 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 Joint Management 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 responsible 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.

Person Specification

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 3 Qualification	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 and understanding of the political, financial and resource implications for a Fire and Rescue Service	X	
Knowledge and understanding of Fire & Rescue Service specific legislation and statutory duties	X	
Knowledge of the current pressures for a progressive Fire and Rescue Service/Authority and an understanding of the implications	X	
Experience in developing strategies that deliver business outcomes	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	
Experience of managing a demanding personal workload, effectively balancing strategic and operational responsibilities	X	
Able to cultivate effective relationships with a wide range of people, including elected Members, based on trust and mutual respect	X	
Confident and inspiring leadership, demonstrating self-confidence, personal resilience and integrity	X	
Commitment to high professional standards, demonstrating sound judgement and effective decision making	X	
Enthusiastic innovator/challenges status quo	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	
Highly influential, with well-developed written and oral communication skill	X	
Experience of leading and delivering significant change and business improvement initiatives	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.

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 together, 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-today, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Profile prepared by:	Area Manager Jim Powell		
Approved by:	DCFO Mark Arkwell		
Profile Effective from:		**Last reviewed:**	16/12/24
Post holder name:		**Signature:**	
		Date:	