ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Job Title:	**Head of Corporate Services**		
Post Reference		**Temporary/Permanent**	Permanent
Grade/Role:	10	Hours:	37 (Green Book)
Reports to:	Director of Corporate Services		
Line Management responsibilities: (Direct and Indirect)	Managers/senior professionals: up to 7 staff Staff: up to 30 staff including temporary and project staff		
Directorate/ department:	Corporate Services		
Location:	RBFRS HQ, Newsham Court, Reading		
Politically restricted:	**Yes**		
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 focus of the role is to provide an effective and efficient multidisciplinary organisational support function.

The post holder will be a member of the Senior Leadership Team creating and delivering the organisations vision and strategic direction on behalf of the Fire Authority.

The post holder is responsible for the following teams and accountable for delivery of work across these areas.

- Business Support
- Corporate Communication
- Community Risk Management Planning
- Committee Services
- Data, Performance and Risk
- Programme Office and Inspection

The post holder will have lead responsibility for assisting the Deputy Chief Executive in developing and delivering the Community Risk Management Plan and delivery of the associated work programme of work.

The post holder will be the strategic lead for His Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) inspection programme.

The post holder will be directly responsible for developing and implementing the policy and planning structures necessary to support the delivery of the strategic direction, set by the Senior Leadership Team

The post holder will lead, manage and co-ordinate organisational governance and provide elected member support. This will include Member development and adherence to and advice on the Service's policies, practices and relevant legislation. This will require close working with the Monitoring Officer.

The post holder will be responsible for the Service's Programme Office which operates as the programme / project information hub providing a common set of practices, principles and templates for managing projects. The function will also be responsible for driving continuous improvement and monitoring compliance with Fire Standards.

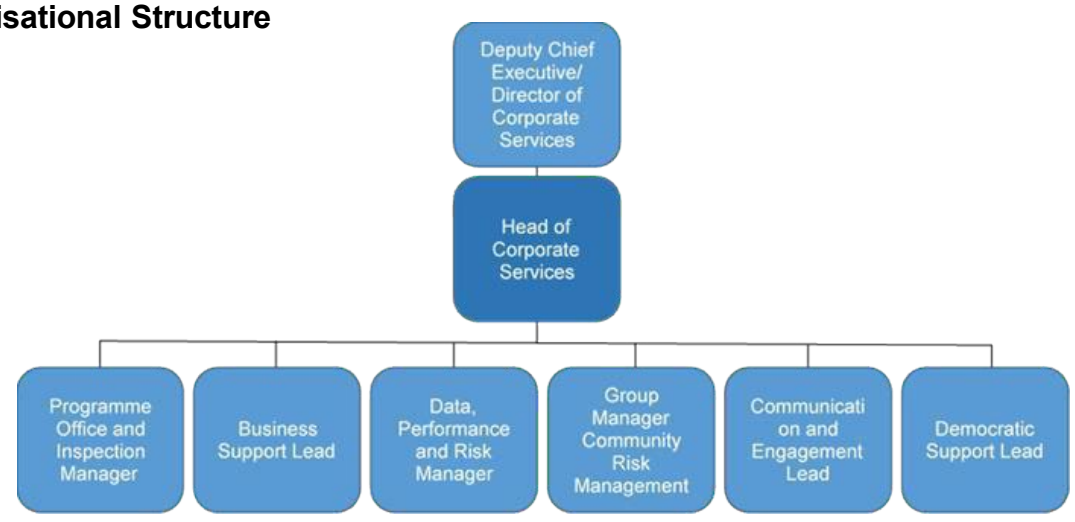
The post holder operates within an increasingly multi agency context, directly supporting the Fire Authority and Deputy Chief Executive to: initiate, develop and influence a complex range of relationships, including:

- 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 MHCLG and/or the Home Office)
- Members of Parliament
- Local Government politicians
- NFCC
- Representatives bodies

The post holder is accountable to the Deputy Chief Executive within the general direction set by the Fire Authority.

The post holder has freedom to act within the boundaries of legal requirements, Fire Authority Standing orders and RBFRS policy at the direction of the Deputy Chief Executive

Organisational Structure



Key responsibilities and Deliverables:

Budgets Direct: up to £ 2m Budgets

Indirect: up to £ 5m

- Lead on Community Risk Management Planning (CRMP) ensuring resources follow risk, in line with the requirements of the National Framework and relevant Fire Standard.
- Strategic lead for public consultation in line with statutory requirements.
- Effective leadership to make sure that appropriate data and business intelligence (from both internal and external sources) informs decision making
- Provide leadership and direction to Data, Performance and Risk team to ensure that appropriate data and business intelligence (from both internal and external sources) informs decision making
- Oversee the production of regular performance reports to the Strategic Performance Board, SLT and the Fire Authority to ensure that managers and Members are aware of how the organisation is performing.
- To ensure the delivery of the annual plan, annual report, annual Statement of Assurance and Annual Governance Statement
- To lead on monitoring and evaluation of service projects and programme of work to drive a culture of continuous improvement.
- Ensuring the coordination of the completion of annual service plans, annual review and develop and monitor a set of performance indicators that demonstrate the impact and effectiveness of corporate strategy
- Provide direction and leadership to the corporate communications team, ensuring best practice stakeholder engagement and reputation management. Leading on MP engagement.
- Provide direction and leadership to a high performing central administrative support function including an executive support service for senior staff to support workloads including research, diary management, assisting with tasks and acting as gatekeeper, whilst maintaining high standards of communications and confidentiality at all times.
- Ensure the preparation of agendas and reports for, attending meetings of, and produce minutes of meetings of the Service's Review Panels, Committees, Working Parties, and Local Forums etc. as required, ensuring publication to meet the transparency agenda.
- Ensure that Business Support achieve the required performance targets and standards in accordance with the business plan. Monitor and report progress and performance, provide feedback and take appropriate corrective action. Ensure that personal targets and deadlines are met.
- Provide direction and leadership for organisational events including Annual Awards Ceremony.

- Provide direction and leadership to the central programme office (PMO) function with overall responsibility for the programme governance, project interdependencies, and programme benefits realisation, mitigation of risks, programme resources and programme budget.
- Ensure the PMO maintains and enhances its role as the centre of expertise for project and programme management at RBFRS. Be accountable for the definition, evolution and use of the RBFRS programme governance framework and the programme and project management tools.
- Strategic lead for the sector external inspection programme by Her Majesty's Inspectorate of Constabularies a Fire and Rescue Services (HMICFRS)
- Provide oversight and ensure compliance with the Fire Standards.
- Lead the development of business improvement capabilities in the organisation, including providing and coordinating training and proactively monitor service.
- Where required, directly manage programme managers of cross-cutting transformation programmes. The post-holder will also, on occasion, be expected to directly manage a key stage of a corporate programme.
- To provide operational cover at level 4 (and level 3 as may be required) of the Services Incident Command System (for the operational role).

General Responsibilities of RBFRS Leadership Team

- Provide strategic leadership to manage risk across the county of behalf of Royal Berkshire Fire Authority. Ensuring the community is at the heart of our decision making while demonstrating value for money.
- Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct, role modelling positive behaviours and champion equality and diversity.
- 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, wellbeing 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 Senior Leadership 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 sustainable 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.

Qualifications and training	On recruitment	After Training
Evidence of continuing professional and personal development	X	
Management qualification or relevant management training programme	X	

Knowledge, skills and experience	On recruitment	After Training
Knowledge of formal project management methodologies and techniques and their application in an organisational change context.	X	
Experience of successful delivery of change management projects in a public sector context	X	
Experience of managing a complex multi- disciplinary team	X	
Experience of working with elected members at a local government level	X	
Excellent communication skills	X	
Excellent influencing skills	X	
Strong Political Acuity	X	
Able to maintain effective working relationships with a wide range of people	X	
Able to manage stakeholders, including Senior Managers and Members of RBFA in a professional way, demonstrating political understanding.	X	
Able to persuade, enthuse and convince a wide range of colleagues of their duties towards project management.	X	
High level of problem solving and reasoning including high level negotiating skills	X	
Able to draft clear and concise policy documents, plans and other reports	X	
Able to manage staff and budgets effectively	X	
Successful track record of managing a demanding personal workload, effectively balancing strategic and operational responsibilities	X	
Experience of managing communications function.	X	

Experience of corporate planning, processes and tools	X	
Experience of organisational performance management and strategy development and organisational governance	X	
Experience of designing and delivering corporate events		X
Experience of leading and matrix managing a wide range of stakeholders from different professional services.	X	
Experience of managing under matrix management systems and budgets.		X
Experience of Community Risk Management Plan delivery and organisational risk management and reporting.		X
Knowledge of the Fire and Rescue Sector		X

Other Requirements

Ability to travel to other locations across Berkshire and the UK for national meetings.
Flexible approach to working hours and attendance and able to work outside normal office hours as required by the role in particular support of Fire Authority.
This is a politically restricted post.
Medical assessment and Enhanced DBS check as appropriate

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.

Profile prepared by:	Nikki Richards		
Approved by:	Nikki Richards		
Profile Effective from:	7 April 2022	**Last reviewed:**	
Post holder name		**Signature**	
		Date	