

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Area Manager Continuous Improvement & Change	JEID	
Salary Grade:	HAY F £48,462-£54,922		
Team:	Continuous Improvement & Change CIC)		
Service Area:	Fire and Rescue		
Primary Location:	Fire and Rescue Service Headquarters		
Political Restriction	This position is politically restricted.		
Responsible to:	Assistant Chief Fire Officer		
Responsible for:	Continuous Improvement & Change Corporate Integration Operational Preparedness and Assurance Operational Planning Business Continuity		

Role Purpose

To lead the members of the Continuous Improvement & Change team responsible for the development, implementation and review of our Integrated Risk Management Plan (IRMP), Framework policy, Business Continuity Management and the Operational Assurance. The Area Manager for Continuous Improvement & Change will also direct and lead Fire and Rescue's approach to continuous improvement, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) inspection process, performance management, customer relations, internal communications and consultation activity including consultation with representative bodies within the Service and responsibility for culture and engagement.

As a member of the Area Manager Team the Area Manager Continuous Improvement & Change will work with colleagues across Fire and Rescue and Warwickshire County Council to make decisions and resolve issues around performance, risk, finance and people in the implementation of Fire and Rescue strategies.

The Area Manager for Continuous Improvement & Change will play a key role in the integration and optimisation of Fire within Warwickshire County Council, and in collaboration with external

organisations and Services. As a member of the Strategic Leadership Team, the post holder will need to be an effective leader, demonstrating the values of the organisation.

Role Responsibilities

- Demonstrate and champion the WCC values and behaviours.
- Champion and demonstrate a commitment to Equality, Diversity and Inclusion
- Lead the development, planning and delivery of the IRMP and Organisational Risk Management Framework policy.
- Lead the development, planning and delivery of the Business Continuity Management policy.
- Lead the development, planning and delivery of the Operational Assurance policy.
- Take a proactive role around the compliance and adoption of National Operational Guidance.
- Provide assurance to Fire and Rescue that the Service is sufficiently resilient and prepared to meet the needs of a major incident or period of exceptional activity.
- Provide assurance to Fire and Rescue that effective working relationships are in place with the Local Resilience Forum and other partner agencies, so as to comply with the requirements of the Civil Contingencies Act and the Joint Emergency Services Interoperability Principles.
- Lead the development, planning and delivery of the Service's performance management framework arrangements.
- Ensure best alignment to the WCC County Plan 2025 (in development) and NFCC Strategy.
- Assure and validate performance data used to drive business planning and improvement activity, to ensure that data used for reporting both internally and externally is appropriate, transparent and accurate.
- That the Service meets all needs and demands of the HMICFRS inspection process, and that improvement plans are delivered within agreed timescales.
- Lead the development and delivery of customer feedback mechanisms, including ensuring that Fire and Rescue are correctly using WCC systems for managing complaints, customer questions and compliments.
- Working with a range of partners to ensure effective marketing and communication
- Managing the design and delivery of Fire and Rescue consultation activity, in liaison with WCC Consultation lead.
- Providing line management support and guidance, and managing the performance of the Service Improvement Team.
- Cost Centre Management of the Continuous Improvement & Change budget
- Carry out consultation as required within role, including representative body consultation
- Lead on engagement and culture within WFRS and liaison with representative bodies and relevant WCC departments.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Highly Desirable Criteria

Assessed By:

Degree or equivalent qualification or 5 years experience in similar role	I/A
Effective approach to leadership	I/A
Effective management of performance	I/A
Excellent communication skills	I/A
Effective business report writing	I/A
Experience and or sound knowledge and understanding of Business Continuity, organisational learning, risk management and assurance arrangements	I/A
Experience and or sound knowledge and understanding of inspection frameworks	I/A
Experience and knowledge of performance management arrangements.	I/A
Effective resource management: people and finance	I/A

Desirable Criteria

Assessed By:

Experience of working within an improvement and assurance role within a UK Fire and Rescue Service	A
Evidence of professional development based on the BCI Good Practice Guidelines and reflecting the current global thinking from ISO 22301.	A
Experience of managing a budget in excess of £1 million.	I/A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing; undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy; all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

Provision of personal care on a regular basis	Requirement to wear prescribed specialist Personal Protective Equipment commensurate with operational activities, if applicable
Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people or objects	Driving Service provided or adapted vehicle in emergency response conditions (blue light), regular instruction, training and assessment provided if operational
Working at height/ using ladders on a regular/ repetitive basis if operational	✓ Restricted postural change – prolonged sitting
✓ Lone working on a regular basis	✓ Restricted postural change – prolonged standing
✓ Night work (occasional)	✓ Regular/repetitive bending/ squatting/ kneeling/crouching
Rotating shift work	Work requiring respirators or masks
Working on/ or near a road	Regular work outdoors
✓ Significant use of computers (display screen equipment)	✓ Work with vulnerable children or vulnerable adults
✓ Undertaking repetitive tasks	Working with challenging behaviours
Work requiring hearing protection (exposure to noise above action levels)	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres), if operational
Potential exposure to blood or bodily fluids, if Operational	✓ Face-to-face contact with members of the public
✓ Other (please specify):	Exposure to other potential risks or hazards commensurate with role