



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Job Description

Crew Commander

Department: Service Delivery

Responsible to: Watch Commander

Main purpose of the role

To undertake an appropriate level of command at operational incidents. Deliver training and assessments to improve and measure performance and organise and implement practical activities to aid learning and development. Support the Watch Commander in the management of the Watch, carry out administration tasks and lead a small team when carrying out specific tasks/taking charge of incidents.

Key Duties and Responsibilities (aligned to national Crew Manager Role Map)

	Examples of this include:
<ul style="list-style-type: none">To lead the work of teams and individuals, assessing performance and providing feedback where necessary. (WM1)	<ul style="list-style-type: none">Planning work activities on a daily and weekly basis, allocating tasks and duties and setting objectives.Assessing the work of individuals and teams against standards and allocated work.Providing constructive feedback proactively and on request to your team and individuals e.g. during normal work activity, during debriefs.
<ul style="list-style-type: none">Maintain activities to meet requirements, ensuring healthy, safe and productive working conditions and where appropriate, making recommendations for improvements to work activities. (WM2)	<ul style="list-style-type: none">Managing day to day work activities to ensure deadlines and work objectives are consistently met; agreeing objectives on a daily and weekly basis and monitoring progress.

	<ul style="list-style-type: none"> ○ Ensuring all health, safety and security measures are maintained and that working conditions conform to organisational and legal requirements. ○ Encouraging and supporting suggestions for improvements to working practices, systems and to personal and organisational performance
<ul style="list-style-type: none"> ○ Take responsibility for effective personal performance, establishing and maintaining effective working relationships with others, and developing your own skills to improve your performance. (WM4) 	<ul style="list-style-type: none"> ○ Maintaining competence and developing your own skills to ensure best performance within your role, including ensuring your own health and fitness for work. ○ Developing and maintaining effective working relationships with colleagues, team members, line managers and external contacts. ○ Continually improving your performance through self-assessment and proactive action to resolve your development needs e.g. through debriefs and performance reviews.
<ul style="list-style-type: none"> ○ Plan and contribute to the development of teams and individuals through development activities and assessment against development objectives. (WM5) 	<ul style="list-style-type: none"> ○ Identifying training and development needs for individuals and teams e.g. assessing gaps in workplace performance. ○ Contributing to planning the development of individuals and teams e.g. preparing effective development plans. ○ Contributing to development activities including feedback and support ○ Taking part in the monitoring of improvements in performance.
<ul style="list-style-type: none"> ○ Investigate and report on events to inform future practice by gathering information, reporting findings and making conclusions. (WM6) 	<ul style="list-style-type: none"> ○ Collecting accurate information from a range of sources to support the investigation of an event e.g. a safety incident ○ Preparing and presenting findings and conclusions.

<ul style="list-style-type: none"> ○ Lead and support people to resolve operational incidents by planning and implementing a response, closing down the operational phase and debriefing those involved. (WM7) 	<ul style="list-style-type: none"> ○ Planning action to lead and support your crew's response to incidents; developing objectives through risk assessment and determining initial action with available resources. ○ Implementing action to meet planned objectives, making decisions to minimise risk and maximise progress. ○ Closing down the operational phase of incidents effectively and debriefing people following incidents.
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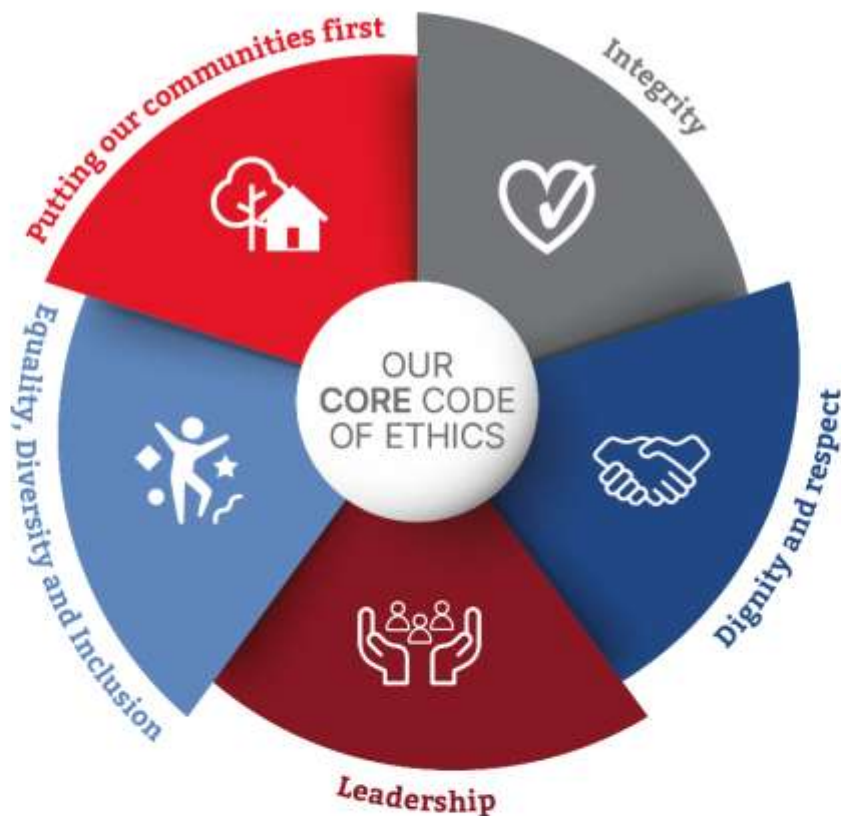
<ul style="list-style-type: none"> To participate in community safety initiatives, providing information, education and advice to promote understanding of safety matters so as to reduce risk in line with identified needs and foster positive relations with the local community in support of service objectives (FF1). 	<ul style="list-style-type: none"> Establishing and maintaining the confidence of members of the public and maintaining links within the community. Assisting in Service prevention initiatives to educate the community on the risks and hazards of fire and other emergencies e.g. conducting safe and well checks, taking part in community events, signposting vulnerable people to other agency support, giving advice on fire safety, road, and water safety.
<ul style="list-style-type: none"> To undertake fire safety inspections of premises, completing reports and taking action as required so as to reduce risk and ensure compliance with legislative requirements (FF8). 	<ul style="list-style-type: none"> Inspecting premises to minimise risks to people, property and the environment e.g. minimise and, where possible, deal with any risks presented by the occupier or by the conditions within the premises. Reporting on issues arising at the inspection e.g. changes to premises in terms of use and storage, failure to comply with requirements.
<ul style="list-style-type: none"> To actively promote and demonstrate personal commitment in respect of the Service's core purpose, values and policies concerning quality of service and customer care, equality, diversity and health, safety and welfare. 	<ul style="list-style-type: none"> Being sensitive to the needs of others, particularly with regards to fairness, equality and diversity issues. Recognising health and safety issues at work and dealing with them to minimise or eliminate the degree of hazard or risk. Ensuring personal safety and that of others at all times. Adhering to the policies and procedures of the Service.

The postholder will be required to undertake any other reasonable duty commensurate with the grading and responsibility of the post. This could be at any location across the Service working a variety of agreed shift patterns with Representative Bodies, in order to meet the CRMP.

Person Specification

Requirements	Essential or Desirable	Identified by
<u>Qualifications and Training</u>		
Ability to pass an Incident Command assessment at Level 1	Essential	Incident Command Assessment (if required)
Evidence of continued relevant professional development	Desirable	Application, Selection process
Have or be working towards a recognised qualification in Leadership and Management (Level 3 or above)	Desirable	Application, Qualification Certificate
Possess IFE Level 3 Diploma Unit 6 – Fire Service Operations and Incident Command	Desirable	Application, Exam Certificate
Possess IFE Level 3 Certificate Unit 3 – Fire Safety	Desirable	Application, Exam Certificate
Possess a Health and Safety qualification or equivalent experience appropriate to the role	Desirable	Application, Qualification Certificate if applicable
<u>Experience</u>		
Practical experience of emergency operations	Essential	Competence in Firefighter role as a minimum
Experience of informing and educating the community to improve awareness of safety matters and minimising risk	Essential	Application
Effective operational command experience appropriate to the role	Desirable	Application, Selection process
Experience of supervising others effectively	Desirable	Application, Selection process
<u>Skills and Abilities</u>		

Awareness of the role of a Crew Commander	Essential	Selection process
Demonstrates high level of written and verbal communication skills	Essential	Application, Selection process
Demonstrates an understanding of the importance of equality and diversity to HWFRS as an employer and service provider	Essential	Selection process
Demonstrate an understanding of and ability to maintain an active awareness of the environment to promote safe and effective working	Desirable	Selection process
Demonstrate an understanding of and commitment to the national Fire and Rescue Service Leadership Framework for a Supervisory Manager and Fire Service values	Essential	Application, Selection process
Hold and maintains a current full UK driving licence	Desirable	Application, Driving Licence Check
Achieve the required medical standards to meet operational requirements (subject to reasonable adjustments under the Equality Act 2010 where appropriate)	Essential	Medical
Achieve the required fitness levels to meet operational requirements	Essential	Fitness test



Putting our communities first

We put the interest of the public, the community and service users first.

Integrity

We act with integrity including being open, honest and consistent in everything we do.

Dignity and respect

We make decisions objectively based on evidence, without discrimination or bias.

Leadership

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.