## **Crew Manager National Resilience Trainer**

## **Job description and person specification**

Devon and Somerset Fire and Rescue Service

# Job de**scription**

**Job Role/Size:** Crew Manager

**Job title:** National Resilience Trainer

**Line manager responsibilities:** None

**Updated:**

Main purpose of job:To provide National Resilience Acquisition and Development training in accordance with both Service and National resilience policy, process and standards across all National resilience capabilities. Provide operational support and resilience to stn60 USAR, attracting a 12% training allowance.

Role map responsibilities:

**Lead the work of teams and individuals to achieve their objectives**

As part of this responsibility you will be required to:

* Plan the work of teams and individuals
* Assess the work of teams and individuals
* Provide feedback to teams and individuals on their work

**Maintain activities to meet requirements**

As part of this responsibility you will be required to:

* Maintain work activities to meet requirements
* Maintain healthy, safe and productive working conditions
* Make recommendations for improvements to work activities

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* Contribute towards the achievement of departmental and service objectives within a framework of policies, processes and National Occupational Standards.
* Develop or periodically review training policies and strategies as required .
* Deliver training courses, course material and training documentation for all National Resilience equipment and procedures necessary to meet the Services IRMP requirements.
* Deliver MOS/CPD training within the guidance and standards indicated by the relevant training strategies and implementation plans.
* Undertake required training references for training delivery and research information in connection with these areas and advise accordingly.
* Research, produce and update training packages and materials in line with Service policy and National Occupation standards for the effective delivery of training and development.
* Actively promote the Service’s core values and policies on health, safety and equality and diversity and ensure they are fully implemented and embedded.
* Attend National co-ordination meetings in support of the line manager

**Manage information for action**

As part of this responsibility you will be required to:

* Gather required information
* Inform and advise others
* Hold meetings

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* Maintain timely and accurate recording of training data to meet management information needs.
* Facilitate effective two way communication.
* Attend regional meetings/seminars as required and prepare specialist reports to feedback to training and other departments.

**Take responsibility for effective performance**

As part of this responsibility you will be required to:

* Take responsibility for personal performance
* Establish and maintain effective working relations with people
* Develop your own skills to improve your performance

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* Acquire/maintain all qualifications and certificates as required by Service policy.
* Undertake personal development to attain relevant teaching qualifications.
* Participate in the Personal Development Review process to identify training and development needs and to attend training events as directed.

**Support the development of teams and individuals**

As part of this responsibility you will be required to:

* Contribute to the identification of development needs
* Contribute to planning the development of teams and individuals
* Contribute to development activities
* Contribute to the assessment of people against development objectives

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* Contribute towards and develop Service initiatives for the provision of training and development needs for staff in an effective and efficient manner to maintain a competent and safe workforce.
* Conduct regular assessments of trainees’ competences to perform the various roles required at a National Resilience incident.
* Develop personal development plans for students who have not achieved competencies during training.
* Facilitate the implementation of IPDS and apply National Occupational standards of competence.
* Facilitate induction and coaching/mentoring of new training staff.

**Investigate and report on events to inform future practice**

As part of this responsibility you will be required to:

* Gather information to support the investigation of an event
* Report the findings and conclusions of an investigation

**Lead and support people to resolve operational events**

As part of this responsibility you will be required to:

* Implement action to meet planned objectives
* Close down the operational phase of incidents
* Debrief people following incidents

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* Attend such operational incidents and take command as directed or provide specialised or logistical support.

**Support the efficient use of resources**

As part of this responsibility you will be required to:

* Make recommendations for the use of resources
* Contribute to the control of resources

The following is not an exhaustive list but illustrate the relevant Job specific responsibilities:

* In conjunction with line management ensure the allocation and prioritisation of staff and resources necessary to meet the needs of course delivery.

**Acquire, store and issue resources to provide service**

As part of this responsibility you will be required to:

* Monitor and acquire resources to meet service demands
* Monitor the storage of physical resources
* Control the issue of resources to support service delivery

**Respond to poor performance in your team**

As part of this responsibility you will be required to:

* Help team members who have problems affecting their performance
* Contribute to implementing disciplinary and grievance procedures

**Assess candidates in the workplace**

As part of this responsibility you will be required to:

* Judge evidence against criteria to make assessment decisions
* Provide feedback and support to candidates on assessment decisions
* Contribute to the internal quality assurance process

**Drive, manoeuvre and redeploy fire service vehicles**

As part of this responsibility you will be required to:

* Drive vehicle to incidents
* Manoeuvre, site and re-deploy vehicles

# Core values of the Service

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

**Job Role/Size:** Crew Manager

Job title: National Resilience Trainer

Please refer to the numbered criteria below when completing the application form, as this will provide the basis for shortlisting.

## Key competencies

**Essential**

* Sound operational knowledge and experience and an appreciation of the dynamic environment in which the Special Operations team operates and all other National Resilience assets.
* Ability/potential to command an incident commensurate with the role of Watch Manager.
* Proven ability in following policy and clear awareness and commitment to Service objectives.
* Ability to set targets and meet tight deadlines.
* Ability to manage resources efficiently and effectively, monitoring and maintaining the required standards.
* Leadership and motivational skills.
* Good communication and interpersonal skills.
* Literacy and numeracy skills.
* Flexibility and adaptability – provision of extended periods of operational response in respect of major incidents inside and outside Service’s geographic area. Willing to work additional hours to meet the needs of the Service.
* Maintenance of a high level of fitness.
* Able to work at extreme heights and in confined spaces.
* Commitment to work in the Special Operations Team for a minimum of 3 years

**Desirable**

* Instruction and Presentation skills.
* Project management skills.
* Certificate of Health & Safety Training

## Work experience

**Essential**

* Experience of managing operational personnel.
* Experience in Training delivery to operational personnel
* Extensive operational knowledge of all National Resilience Capabilities within DSFRS

**Desirable**

* Previous managerial experience at Watch Manager level.
* Conducted fire inspections and investigations.
* I.T. Literate
* Evidence of improving his/her professional credibility after leaving full time education
* Working knowledge in training delivery quality assurance and iso compliance
* Comprehensive knowledge of other agencies likely to attend a USAR incident

## Qualifications and knowledge

**Essential**

* Fully Qualified and operationally experienced USAR technician
* Operationally experienced Telehandler Driver/Operator
* Operationally experienced Bobcat Driver/Operator
* Operationally experienced MTA specialist Responder
* Operationally experienced HVP operator
* Operationally experienced in Mass decontamination and ELS

**Desirable**

* Understanding of the National Resilience requirements and the capabilities it covers.
* Recognised teaching/assessor qualification
* Incident command level 1 or above

## Personal qualities and attributes

Willingness to undergo Security Control/Vetting as required by the Service

**Personal Style**

Commitment to Diversity and Integrity – Embraces and values diversity and demonstrates a fair and ethical approach

Openness to Change – Proactively supports change, adjusting approach to meet changing requirements

Confidence and Resilience – Maintains a confident, controlled and focused attitude in highly challenging situation

**Interpersonal skills**

Working with Others – Leads, involves and motivates others both within the Fire and Rescue Service and in the community.

Effective Communication – Communicates effectively both orally and in writing

Commitment to Development – Committed and able to develop self, individuals, teams and others

**Working with information**

Problem Solving – Understands and applies relevant information to create practical solutions

Situational Awareness – Maintains an active awareness of the environment to promote safe and effective working

**Organisational effectiveness**

Commitment to Excellence – Leads others to achieve excellence by the establishment, maintenance and management of performance requirements

Planning and Implementing – Creates and implements effective plans in line with strategic policy objects