# Deputy Chief Fire Officer

## **Job description and person specification**

Devon and Somerset Fire and Rescue Service

# Job de**scription**

**Job role and title:** Deputy Chief Fire Officer

**Reports to:** Chief Fire Officer

**Line manager responsibilities:** ACFO (Response and Resilence) & Assistant Director of People

**Updated:** August 2024

Main purpose of job

The Deputy Chief Fire Officer (DCFO) will report to and support the Chief Fire Officer (CFO) in leading the Service. As part of the Executive Board, they will assist the CFO in creating a vision, direction and culture of the Service which builds public trust and confidence through the delivery of effective services.

The DCFO will be directly responsible for day to day management of the Service, ensuring that agreed policies are implemented effectively and performance managed. The DCFO will have responsibility for the Service Delivery directorate encompassing Response and Resilience and People.

Main responsibilities and duties

* To deputise for the Chief Fire Officers when required.
* To lead and drive forward the Service Delivery directorate
* To inform new policies and strategies to improve the organisation for approval.
* To deliver key strategies in accordance with agreed strategic objectives and core policy.
* To drive improvements including delivery of the HMICFRS action plan.

**Leadership**

Act as formal Deputy in the absence of the CFO to fulfil that role. Support the Chief Fire Officer in setting the pace for the organisation, providing and actively promoting clear, consistent, highly visible and authentic leadership across the service to build a culture of trust, high performance and continuous improvement.

As a Director and member of the Executive Board (EB), work collaboratively with EB and the Senior Leadsership team (SLT) colleagues to lead DSFRS determining strategy and policy to meet the strategic objectives of the Fire Authority.

Lead, manage and develop a highly effective Service Delivery Directorate management team whose members work collaboratively to deliver their objectives.

Create a climate within the Directorate that encourages innovation, and optimise the use of technology to streamline systems, enhance service delivery and reduce costs.

**Strategy and Performance**

Lead development and implementation of delivery plans for Service Delivery, including development of future provision through CRMP and ensuring the IRMP programme of work is effectively supported and delivered.

Assist the CFO and wider Service leadership Team in setting a clear strategic policy direction for the organisation, by analysing information, intelligence and risk, and working proactively to support Fire Authority Members to develop an overarching vision and key policy objectives.

Drive Service Delivery commitment to strategic planning process and work collaboratively with EB colleagues to ensure that their respective areas of focus are brought together into a coherent narrative that describes the future direction of the service; ensure clear links are in place between business planning, financial strategy, and workforce planning.

Ensure that up to date, effective systems are in place for planning, performance management and reporting, and oversee their operation.

Ensure Service Delivery proactively manage and drive performance improvement, reporting progress to the Strategic Performance Board, EB and the Fire Authority to ensure that managers and Members are aware of how the organisation is performing.

Support development and monitoring of performance indicators that demonstrate the impact and effectiveness of corporate strategy and Service Delivery’s contribution to this.

**Service Delivery**

Oversee and authorise the effective pursuance of legal proceedings and ensure that appropriate action is taken to enforce compliance with statutory duties and Fire Safety regulations.

Lead and ensure the effective delivery of Service Delivery; set and monitor strategic objectives and service standards, and ensure a skilled and highly motivated workforce that is focused on delivering these.

Lead and ensure the effective delivery of emergency response services for DSFRS; set and monitor strategic objectives and service standards and ensure a skilled and highly motivated workforce that is focused on delivering these.

Create a climate within the Service Delivery Directorate that encourages innovation, and optimises the use of technology to streamline systems, enhance service delivery and reduce costs.

Actively champion the issues of Equality, Diversity and Inclusion so that every citizen experiences a positive and good experience from us and that every person in our organisation is valued and included.

Ensure a Business Continuity strategy, framework and regime for testing are in place and applied.

**Governance**

Provide Members of the Fire Authority with the advice and information they need in relation to the Directorate’s accountabilities and, in conjunction with the Monitoring Officer, ensure that standards of governance are maintained**.**

**Managing operations**

Take personal responsibility as required for the handling of major operational incidents, as part of the Incident Command System of DSFRS, and undertake necessary roles in multi agency operations, including Gold Command.

Provide operational cover in accordance with the agreed Principal Officer Rota.

**Managing resources**

Lead the on-going development and management of service facilities and assets to achieve the best design and delivery of all external supplies, contracts and services on a value for money basis and in line with agreed SLA’s.

Overseeing that effective arrangements are in place for replacement, renewal and maintenance across vehicles, equipment, stores, and property assets so that we maintain regulation compliance, deliver on-going improvements and create future efficiencies.

Ensure our buildings, vehicles and equipment are designed and operate to best meet the needs of the all users and are professionally delivered with customer needs at the heart of the service design.

Provide strategic leadership for the continual improvement in reducing its environmental impacts through effective energy usage, waste management and other environmental initiatives.

Ensure that budgets and resources are utilised to optimum effect to deliver statutory responsibilities and strategic goals, and to generate income in line with agreed policy.

Manage and monitor budgets in line with Standing Orders and Financial Regulations, ensuring the best use of the Authority’s financial resources and value for money.

**Standards of conduct**

Actively promote the values and reputation of DSFRS, ensuring high standards of conduct and integrity throughout the service, and encouraging behaviours that build trust within the organisation, and with partner organisations.

**Building Relationships**

Consult community representatives to inform strategic planning, and act as an ambassador for DSFRS with external organisations, proactively building relationships and networks to promote the service, enhance the reputation of DSFRS, and create productive conditions for collaborative working.

Support the CFO to build constructive relationships with staff and Trade Union representatives. Work jointly with the Chief Fire Officer to develop effective formal consultation machinery; lead consultations/ negotiations as appropriate; and build effective working relationships, based on the principles of partnership, with Trade Unions and staff representatives, to develop and foster a positive and productive employee relations climate that facilitates change.

Develop and maintain a beneficial network and sound working relationships with colleagues, elected members and external organisations in order to facilitate productive working.

**Other duties/ general responsibilities**

Represent the CFO and DSFRS and participate in regional and national work streams, special interest groups and events, such as those undertaken by the Chief Fire Officers Association and the Local Government Association, in order to contribute to Fire and Rescue service development, and promote the interests of DSFRS.

**Generic Role Map responsibilities:**

**Provide strategic advice and support to resolve operational incidents**

As part of this responsibility you will be required to:

• Evaluate service responses to incidents.

• Advise and support those involved in resolution of incidents.

• Liaise with media and other agencies to achieve strategic objectives.

• Debrief following resolution of incidents.

National Occupational Standards (NOS): EFSM 1

Job specific responsibilities:

• Take command of major operational incidents.

• Provide effective management and strategic advice and support to resolve operational incidents.

**Lead, Monitor and Support people to resolve operational incidents**

As part of this responsibility you will be required to:

• Review and determine incident status.

• Assume responsibility and implement action to support those involved in the incident.

• Debrief following resolution of the incident.

National Occupational Standards (NOS): EFSM 2

Job specific responsibilities:

• Lead, monitor and support people to resolve operational incidents.

**Plan organisational strategy to meet agreed aims and objectives**

As part of this responsibility you will be required to:

• Agree organisational aims, objectives and measures of performance.

• Establish factors within internal and external operating environments that influence strategic direction and planning.

• Secure resources required to meet stated aims and objectives.

• Produce a strategic plan to meet agreed aims and objectives.

National Occupational Standards (NOS): EFSM4

Job specific responsibilities:

• As a member of the Executive Board and a Principal Officer, contribute to the development of the organisational goals and objectives and the Corporate Plan.

• To provide strategic direction for Service Response, Protection and Prevention.

**Plan implementation of organisational strategy to meet objectives**

As part of this responsibility you will be required to:

• Develop and agree policies and processes to support achievement of organisation aims and objectives.

• Establish and agree the optimum organisation structure to support achievement of aims and objectives.

• Produce implementation plans to achieve organisation strategy.

National Occupational Standards (NOS): EFSM 5

Job specific responsibilities:

• Provide strategic leadership to ensure the achievement of corporate aims and objectives and that performance management is embedded in all activities of the Service.

• Contribute to the formation of policies and procedures for the organisation, taking the strategic lead for Service Response, Protection and Prevention.

**Evaluate organisational performance against agreed measures**

As part of this responsibility you will be required to:

• Measure organisational performance against operational targets.

• Measure the effectiveness of the organisation in achieving strategic goals.

• Evaluate overall performance and take action to rectify actual or potential shortfalls.

National Occupational Standards (NOS): EFSM7

Job specific responsibilities:

• Ensure that Service Response, Protection and Prevention operate effectively and efficiently within existing budgets to fulfil our objectives, achieve best value targets and facilitate continuous improvement.

**Lead organisation strategy through effective decision making**

As part of this responsibility you will be required to:

• Obtain information required to enable effective decision making.

• Communicate decisive action to achieve strategic goals.

National Occupational Standards (NOS): EFSM 8

Job specific responsibilities:

• Establish and maintain good working relationships with elected members and provide advice, information and technical expertise on matters relating to their statutory responsibilities and other non-statutory duties.

**Select personnel for employment**

As part of this responsibility you will be required to:

• Identify personnel requirements.

• Select required personnel.

National Occupational Standards (NOS): EFSM 13

Job specific responsibilities:

• Contribute to Service-wide workforce planning.

• Support the recruitment and promotion process for senior positions through the short-listing, chairing and participating in selection panels as appropriate.

**Manage the performance of teams and individuals to achieve objectives**

As part of this responsibility you will be required to:

• Allocate and delegate work to teams and individuals.

• Agree objectives and work plans with teams and individuals.

• Assess the performance of teams and individuals.

• Provide feedback to teams and individuals on their performance.

• Resolve performance problems with teams and individuals.

National Occupational Standards (NOS): EFSM 14

Job specific responsibilities:

• Responsible for the effective management of teams by providing support, guidance and feedback and resolving any performance issues.

• Develop teams and individuals to improve performance.

• Ensure development of personal skills and behaviours aligned to the Service Core Values and Behavioural Framework.

• Act as a Senior Point of Contact for disciplinary and grievance matters and chair meetings as appropriate.

**Develop teams and individuals to enhance work based performance**

As part of this responsibility you will be required to:

• Identify the development needs of teams and individuals.

• Plan the development of teams and individuals

• Develop teams to improve performance.

• Deliver individual learning and support for development.

• Evaluate the development of teams and individuals.

National Occupational Standards (NOS): EFSM 15

Job specific responsibilities:

• Promote effective communication and team working to ensure the delivery of service aims and objectives.

• Ensure that development reviews are conducted for all staff within Service Delivery and Community Safety Departments.

• Ensure that training needs are developed and training plans created.

**Manage yourself to achieve work objectives**

As part of this responsibility you will be required to:

• Organise and structure personal work activities to achieve objectives.

• Develop and continuously improve productive working relationships.

• Implement personal development plan to continuously improve personal performance.

National Occupational Standards (NOS): EFSM 16

Job specific responsibilities:

• Identify workload priorities, SMART personal objectives and key working relationships necessary to achieve success in the role.

• Identify training and educational opportunities for continuous personal and professional development.

• Acquire/maintain all qualifications and certificates as required by Service policy.

**Exchange information to ensure effective service delivery**

As part of this responsibility you will be required to:

• Plan and chair meetings to aid decision making.

• Participate in meetings relating to service delivery.

National Occupational Standards (NOS): EFSM 20

Job specific responsibilities:

• Develop and maintain effective working relationship with national bodies, other agencies, organisations, Trade Unions and Fire & Rescue Services to promote the work of Devon & Somerset Fire and Rescue Service and the achievement of safe and secure communities.

• Organise, chair and participate in appropriate strategic meetings to support effective working with internal/external stakeholders. Follow up and communicate agreed action plans and review effectiveness of the meetings.

**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.

National Occupational Standards (NOS): FF9