

Job Description Form



**Kent Fire &  
Rescue Service**

**Post Details**

<b>Post Title:</b>	<b>Director, Service Delivery</b>
<b>Post Holder:</b>	
<b>Section/Division/Location</b>	<b>Service Headquarters</b>
<b>Reports To:</b>	<b>Chief Executive</b>
<b>Date Prepared:</b>	<b>April 2013</b>

<b><u>Job Purpose</u></b>	The postholder is responsible for the effective and efficient provision of operational services within Kent Fire & Rescue Service, to ensure that there is an appropriate balance between prevention, protection and response in the delivery of those services. This includes responsibility for all operational, Community Safety, Technical Fire Safety and Control staff.
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<b><u>Organisation Chart:</u></b>	<i>To be attached showing reporting relationships relevant to the role.</i>
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<b><u>Dimensions</u></b>	<p>Financial</p> <ul style="list-style-type: none"> <li>• Budget</li> <li>• Resources</li> </ul> <p>Human Resources</p> <ul style="list-style-type: none"> <li>• Assistant Director, Service Delivery</li> <li>• Area Managers for specific projects and areas of the Service including CS and TFS</li> </ul>
<b><u>Principal Accountabilities</u></b>	<p>1. Accountable for the management , evaluation and improvement of the Service's operational performance and its risk to ensure that adequate resources are maintained to provide an effective and efficient service.</p> <p>2. Accountable for the evaluation, development and implementation of Community Safety and Technical Fire Safety strategies. To ensure that fire prevention /protection programmes/strategies and their evaluation meet the needs of its community and reduces deaths and injuries.</p>

	<p>3. Responsible for the development and implementation of community /partnership engagement strategies to ensure proper consultation takes into account community needs and this underpins all risk reduction strategies.</p> <p>4. Responsible for the overall management of Service Delivery projects, which will include the development of new fire stations &amp; the review of different crewing options. Ensure working with the operational policy and development units are incorporated into Service Delivery implementation.</p> <p>5. Responsible for the development of operational service delivery strategies ensuring that a risk reduction approach is taken</p> <p>6. Responsible for the development of change initiatives through the IRMP and service development plans.</p> <p>7. Management of Corporate Governance processes through the Planning and Performance Committee and Corporate Management Board.</p> <p>8. To lead and support change initiatives through the IRMP (Safety Plan) and service development plans.</p> <p>9. To take a lead role in the development and implementation of equality and diversity policy and initiatives to achieve the Authority's key objective of promoting equality and fairness and meeting related targets.</p> <p>10. To attend and resolve operational incidents appropriate to the Brigade Manager role.</p> <p>11. To contribute to the delivery of the corporate objectives of the service as a member of the Corporate Management Team. To deputise for the Chief Executive as required.</p>		
<p><b>Job Context:</b></p>	<p>The postholder will be a member of the Corporate Management Board and is therefore part of and influential in the making of key organisational decisions. They will also chair and be part of a number of internal and external decision making forums.</p> <p>The postholder will be involved in undertaking consultation and negotiation with the service unions and involved in partnership working and consultation with outside agencies and government departments. They will be the Services representative at key Kent partnership meetings and will be responsible for ensuring that these partnerships work effectively. They will also provide support and advice to Members of the Authority.</p> <p>The postholder will provide strategic advice and support to resolve operational incidents through provision of operational command cover at Level 4 to command incidents.</p>		
<p><b>Prepared by:</b></p>	<p>Human Resources</p>	<p><b>Date:</b></p>	<p>April 2013</p>
<p><b>Approved by:</b></p>	<p>Chief Executive</p>	<p><b>Date:</b></p>	<p>April 2013</p>



# Kent Fire & Rescue Service

## Person Specification Form

<b>Post Title:</b>	Director, Service Delivery
<b>Post Holder:</b>	
<b>Section/Division/Location</b>	Service Headquarters
<b>Reports To:</b>	Chief Executive
<b>Date Prepared:</b>	April 2013

<b>Knowledge</b>	<i>Include specific knowledge that is important for the post holder to have in order to perform the role e.g. financial processes, systems, environmental issues.</i>	
	<b>Essential</b>	<b>Desirable</b>
	<ol style="list-style-type: none"> <li>Extensive knowledge and understanding of organisation's cultural context, including political issues, decision making, equality and diversity agenda and regulatory environment, and how these can impact on service delivery.</li> <li>Knowledge and understanding of the Fire &amp; Rescue Services Act, the Integrated Risk Management Plan process, Civil Contingencies Act, Health &amp; Safety legislation, RRO and the statutory duties of Fire &amp; Rescue Service.</li> <li>Extensive knowledge of Community Safety and Technical Fire Safety principles and legislation. Including an excellent practical understanding of how the partnerships work from a Fire Service perspective.</li> <li>Demonstrable knowledge of political issues at micro and macro level and experience of working with Members.</li> </ol>	<ol style="list-style-type: none"> <li>Understanding and knowledge of National Fire &amp; Rescue Personnel and Operational policies and procedures.</li> </ol>
<b>Skills</b>	<i>The post holder will require a certain level of these skills in order for the purpose of this role to be achieved e.g. communication skills, specific systems skills, negotiation skills etc.</i>	
	<b>Essential</b>	<b>Desirable</b>
	<ol style="list-style-type: none"> <li>Able to produce comprehensive, accurate and relevant written documentation e.g. reports, policies, committee papers, which can be easily interpreted.</li> <li>Client service driven with excellent communication and relationship management skills with the ability to consult and negotiate effectively with both internal and external groups.</li> </ol>	

<ol style="list-style-type: none"> <li>3. Business focused and willing to accept accountability to deliver results.</li> <li>4. Able to commission, sponsor and manage projects and working groups to take forward initiatives and policy revisions.</li> </ol>			
<b>Qualifications</b>	<i>Academic or professional qualifications that would be important to the performance of this role.</i>		
<b>Essential</b>	<b>Desirable</b>		
<ol style="list-style-type: none"> <li>1. DMS or equivalent.</li> <li>2. Professional management qualification coupled with in –depth practical experience of operating at a senior/board level.</li> </ol>	<ol style="list-style-type: none"> <li>1. A1 Workplace assessor qualification or equivalent.</li> <li>2. Incident Command System Level 4.</li> </ol>		
<b>Experience</b>	<i>Include any past experience the post holder could have that would help them perform this role e.g. working within the community, organisation of events, voluntary work etc.</i>		
<b>Essential</b>	<b>Desirable</b>		
<ol style="list-style-type: none"> <li>1. Strategic thinker, able to develop effective strategies whilst acting with high levels of integrity, flexibility, enthusiasm and commitment.</li> <li>2. Management of multiple projects demonstrating ability to manage the business plan objectives and the financial / client requirements.</li> <li>3. Experience of leadership, team and project sponsorship/management at a senior level, demonstrating a proactive, motivational and people focused management approach.</li> <li>4. Extensive experience in change management demonstrating an ability to manage complex change issues from conception to completion.</li> <li>5. Extensive experience in successful command of operational incidents.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of negotiating with accredited representatives.</li> </ol>		
<b>Prepared by:</b>	Human Resources	<b>Date:</b>	April 2013
<b>Approved by:</b>	Chief Executive	<b>Date:</b>	April 2013