



# Hertfordshire County Council Recruitment Pack

## Assistant Chief Fire Officer (Response, Resilience & Prevention)







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# Welcome Letter

April 2021



Dear Applicant,

Thank you for expressing an interest in the post of Assistant Chief Fire Officer (Response, Resilience & Prevention). This pack is intended to provide you with information to use in submitting an application.

The County faces many challenges and opportunities in the coming years and this role will give you the opportunity to contribute to the leadership and management of the authority's Community Protection Directorate. It will play an important part of the operational delivery of the Directorate that requires you to be an experienced leader with a relevant track record of success in operational emergency response and prevention.

Being part of the delivery of high quality and trusted operational services is at the heart of this role but our ongoing work to respond, re-start and re-think our services in relation to the Covid-19 pandemic will also be significant. We recognise that debate continues around the future governance of Fire and Rescue Services, but we are committed to continuing to meet the needs of Hertfordshire citizens and this role offers you the environment needed to make your mark and progress your career, as well as the crucial services we deliver.

Your leadership style, your commitment to championing all aspects of diversity and inclusion and your partnership working skills, especially developing and maintaining collaboration opportunities both within the Directorate, the council and with wider public service partners, communities and business across the county, will be critical to your success.

Thank you for the interest in the post and I look forward to receiving your application.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Owen Mapley', written in a cursive style.

Owen Mapley  
Chief Executive  
Hertfordshire County Council



## About the Directorate.

The Community Protection Directorate comprises three key areas; Hertfordshire Fire and Rescue Service, Resilience and Regulatory Services (comprising Trading Standards and Fire Protection). It comprises 800 staff and has a £40m annual budget. It manages a network of 29 fire stations with a total compliment of 20 whole time fire engines and 20 On-call fire engines.

Key functions are: swift and effective 24/7 Emergency Fire Response; provision of a safe and just trading environment for consumers and business; make communities safer through prevention; play a full role in preparation for and contribution to multi-agency, major incident response.

The government's objective to deliver strong, sustainable economic growth, and to decentralise decision making to the lowest appropriate level, means we need a strong workforce that can work in partnership across all sectors, range of community groups and local safety partnerships in order to achieve better outcomes more efficiently for Hertfordshire residents. A particular driver is partnership with other Blue Light services.

The pressure on Hertfordshire's transport network is projected to increase further as the population increases. As an increasing percentage of emergency calls are to Road Traffic Collisions, the increasing use of the County's road network is likely to increase demand for such support.

Hertfordshire has one of the largest economies in the country. It is home to over 50,000 private sector businesses and 600,000 jobs. Collective plans in the county include the creation of over 92,000 new jobs and 91,000 more homes by 2030. Growth pressures from our surrounding areas, particularly London, present a major challenge to Hertfordshire and the services we provide.

Much of the work of the directorate is statutory, required by legislative requirements. The key pieces of legislation are The Fire and Rescue Services Act 2004, The Civil Contingencies Act 2004, The Regulatory Reform (Fire Safety) Order 2005, Petroleum (Consolidation) Act 2014, The Localism Act 2011, The Police and Crime Act 2017, Proceeds of Crime Act 2002, Crime and Disorder Act 1998, Consumer Protection Act 1987, General Product Safety Regulations 2005, Consumer Credit Act 1974 and 2000 and numerous others related to the work of Trading Standards. The Local Government Act 1999 also places a duty on Local Authorities to obtain best value for communities and to involve communities in decisions that affect them.





# Our Values and Behaviours.

Values and Behaviours are the way in which we successfully deliver our objectives. Even though we have different work responsibilities, everyone works with a common purpose.

We want our future employees to reflect the values of:

- Being citizen focused
- Making sure every penny counts
- Acting with integrity
- Getting things right and learning from our experiences
- Continuing to innovate

Using our annual Performance Management and Development Scheme we assess our employees on 'how' they demonstrate the values and behaviours in their work, as well as 'what' they do to achieve their performance objectives.





## Job description.

**Job Title:** Assistant Chief Fire Officer (Response, Resilience & Prevention)

**Grade:** PMB (subject to job evaluation)

**Reports To:** Deputy Director of Community Protection (& Deputy Chief Fire Officer)

**Department:** Community Protection

### Purpose of the Job.

This role will be responsible for Fire Response, Prevention and Resilience (Emergency Planning), and will operate as part of the Strategic Command team for the County Council's Fire and Rescue Service.

As a member of the Community Protection Directorate's Strategic Executive Board (SEB) and Strategic Leadership Group (SLG) lead and manage HCC's Community Protection Directorate. In particular support the reshaping of the Directorate to deliver the structures and ways of working (including integration of blue light services) that will be necessary to operate successfully in the reduced financial circumstances available to the public sector.

### Our commitment to Diversity and Inclusion (D&I).

D&I is in our DNA and we have made great progress in creating a setting where individuals are able to perform to the best of their ability for both themselves and the organisation. We are determined to continually build on our success and ensure that our belief in diversity and equality of opportunity remains integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. Ensuring a genuinely inclusive workplace is a central responsibility of all councillors, managers and staff, and we actively encourage our partners and the public to support this. For information, the Council's equality policy 'Putting People First' is available at <https://www.hertfordshire.gov.uk/media-library/documents/about-the-council/data-and-information/people-strategy-2019-2021.pdf>.

### Main Areas of Responsibility.

- Lead and provide strategic direction for HCC's Community Protection Directorate as a member of the Strategic Executive Board (SEB) and the Strategic Leadership Group (SLG).
- To provide operational command at a strategic level as part of the HFRS Principal Officer rota. Positive hours are expected to total 37 hours per week



minimum, additional standby hours and attendance at operational incidents will equate to an additional commitment of approximately 30 hours per week.

- Be responsible for the development and delivery of the County Council's strategic community protection plans in Fire & Rescue Response, Prevention, Emergency Planning through the Resilience Team and the Hertfordshire Home Safety Service.
- Ensure and promote effective community protection within Hertfordshire's communities through service delivery, communications, consultation and engagement with the public, stakeholders and staff.
- Advise and support Members and HCC's Senior Management Board in relation to these services and functions, working closely with the relevant Portfolio holder(s).
- Develop relationships with the public, private, voluntary and community sectors to promote effective partnership working with local communities and stakeholders.
- Provide visionary leadership to staff within the service area to create a strong performance culture and ensure the delivery of excellent services, maximizing outcomes and minimizing cost. Develop the skills and capabilities of staff within direct and indirect line management structures to enable them to delivery high quality services with enthusiasm and commitment.
- Maintain financial control of all delegated budgets, including those allocated through external funding, managing these within the HCC financial regulations and standing orders, allocating appropriately to ensure effective and efficient delivery of the allocated services.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

### **Person Specification.**

1. Relevant post graduate degree or equivalent professional qualification or experience appropriate to the post.
2. Operational experience and skills achieved through appropriate development activities and completion of relevant Strategic Command training.
3. Strategic management skills including strong written and oral communication skills, and experience of delivering successful results via organisational and individual performance management systems.
4. Budget planning and management skills.
5. A clear understanding of Standard Operational procedures and operational response, underpinned by appropriate formal training.



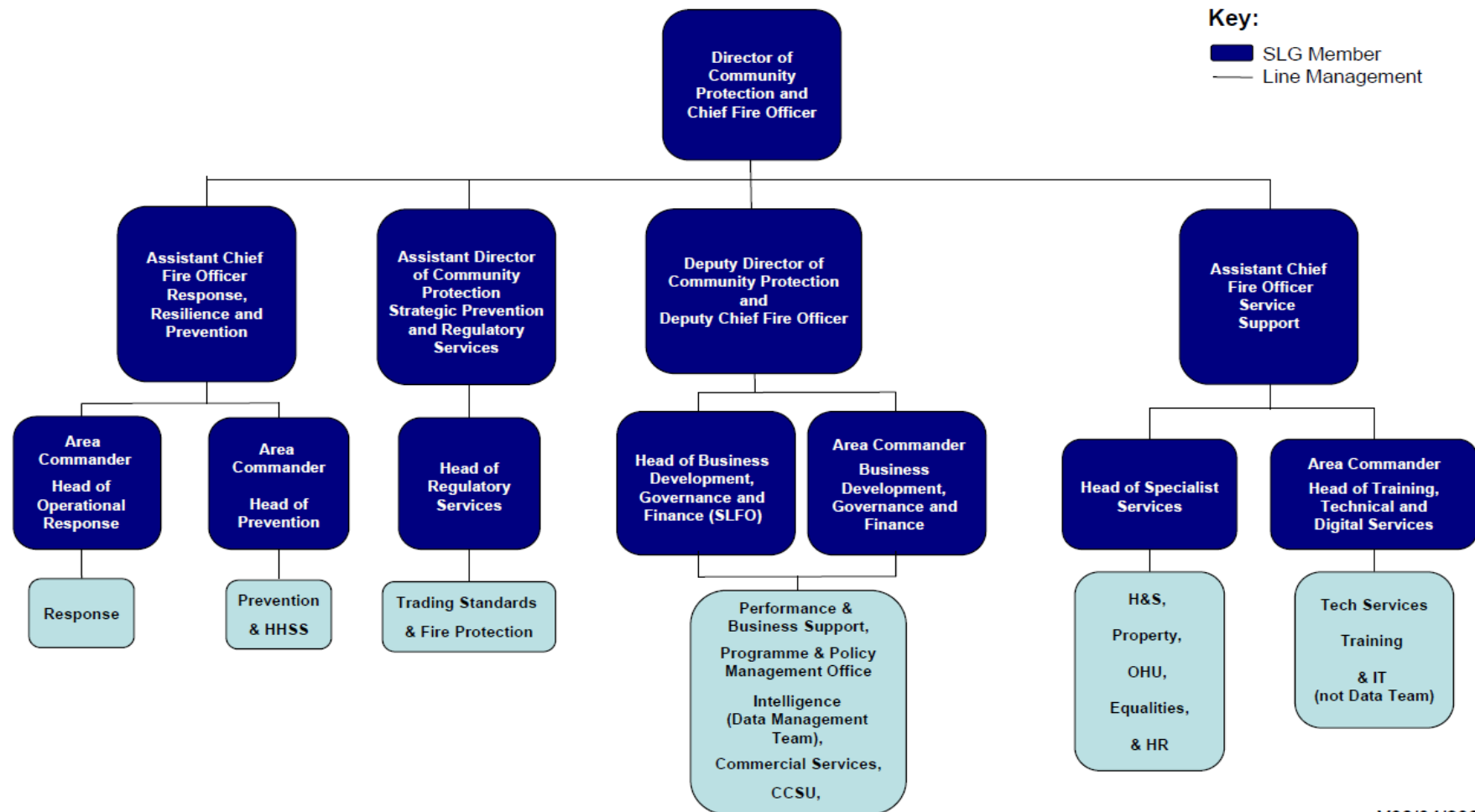
6. Understanding of emergency planning and the legislation surrounding this.
7. Experience of balancing prevention, protection and response bearing in mind that Protection will sit elsewhere in the Directorate but is an integral part of the hierarchy of controls.
8. An excellent understanding of Health and Safety legislation and guidance and associated standard operating procedures, particularly as they apply to Fire and Rescue.
9. Knowledge and experience of working in a challenging political environment with a proven ability to influence and guide political leaders.
10. Experience of working with staff representative bodies to achieve effective solutions in a complex public sector organisation.





# Organisation Chart.

## HCC Community Protection Directorate Organisational Chart



V08/04/2021



# Performance Management in Hertfordshire.

Our performance management scheme aligns and supports our terms and conditions of employment. A training programme to support this scheme and ensure consistent and effective ways of managing performance includes:

- Performance Management Training for our managers.
- Creation and dissemination of Service Plans and Performance Indicators for each Service and Directorate that directly link to the Corporate Plan.
- Performance Agreements to ensure that every member of staff knows how and what they do fits into the bigger picture.

## **Our Leadership Characteristics.**

As part of this programme, we have also identified the key characteristics of people we are looking for to lead the organisation. At Hertfordshire County Council, we are looking for leaders who can identify with our values and behaviours in the following ways:

### **Citizen Focused:**

- Visibly interact with staff at all levels, trust them and be open and honest at all times.
- Take accountability and ownership for the delivery of all services, front line and support staff alike.
- Have and encourage a 'can do' attitude and flexible approach.
- Define jobs and evaluating performance on the basis of what we do for the people of Hertfordshire.

### **Every Penny Counts:**

- Demonstrate knowledge and understanding of service and the cost/resource implications.
- Deliver efficient budget management through rigorously monitoring and reviewing progress and performance against budget and taking appropriate action to address potential overspending.
- Communicate to staff positively about the money we have saved and how they have contributed to this.
- Use internal resources and skills before looking outside.





### **Integrity:**

- Communicate a clear vision and be explicit about how it will be achieved.
- Provide constructive feedback to staff and challenge inappropriate behaviour/poor practice.
- Engage the trust, confidence and contribution of partnership organisations.
- Do what we say we are going to do and take ownership for the impact that our own behaviours and actions have on others.

### **Getting it Right:**

- Evaluate projects and share the learning through de-briefing effectively.
- Seek the view of staff before making decisions on how to improve service delivery.
- Confront, challenge and address poor performance swiftly.
- Have robust conversations with individuals who are displaying inappropriate behaviours and encourage colleagues to challenge inappropriate behaviours.

### **Innovation:**

- Encourage and empower staff to share their ideas and how to make improvements.
- Promote the value of working with organisations outside of the Council to learn and share ideas of best practice.
- Recognise and deal with the resource implications of change.
- Create a learning environment where staffs are encouraged to develop both themselves and others, and where talent is nurtured.



# Application Process.

## Timetable:

The indicative timetable for the selection process is as follows. This may be subject to change:

<b>Closing Date</b>	<b>9:00am Monday 24th May 2021</b>
<b>Shortlist meeting and referencing</b>	w/c 31 May 2021
<b>Psychometrics (if appropriate)</b>	w/c 7 June 2021
<b>First interview</b>	w/c 14 June 2021
<b>Operational Command Assessment</b>	w/c 21 <sup>st</sup> June 2021
<b>Final interview</b>	w/c 21 June 2021

## How to apply:

The Assistant Chief Fire Officer (Response, Resilience & Prevention) role will be selected based on a combination of your written application, psychometric evaluation and interview. To apply for this post please visit our recruitment partner's website at [www.gatenbysanderson.com/job/GSe72491](http://www.gatenbysanderson.com/job/GSe72491) or the 'search for jobs' section entering Hertfordshire County Council or the reference number 72491.

Register your details and then submit the following to us no later than **09:00hrs on Monday 24th May 2021**:

1. A CV setting out your career history, highlighting your key responsibilities and achievements in your current and previous roles. Please ensure you have provided reasons for any gaps, especially within the last two years;
2. Answer the specific competency-based questions outlined at i. to iv. below (Written responses should be capped at 400 words per answer):

**i. Operational management.**

How will you look to deliver the sort of performance improvements we are seeking to achieve in our fire and rescue services?

**ii. Partnership working.**

How would you describe your approach to balancing operational delivery with prevention? Which do you consider to be the most important?

**iii. Workforce engagement/motivating teams.**

How do you ensure every member of your team is the best that they can be and feels recognised and valued?





#### **iv. Managing operational incidents.**

What is your experience of planning for and responding to complex large-scale emergency response matters?

The answers to these questions should be submitted online, together with your CV, through the GatenbySanderson site. If you experience any difficulties with the website or in submitting your application, please do contact [mary.dempsey@gatenbysanderson.com](mailto:mary.dempsey@gatenbysanderson.com)

### **Diversity Monitoring**

As we have said, Hertfordshire County Council (HCC) and GatenbySanderson are both passionate about diversity and inclusion. As a result, during your online registration process, you will be asked to submit very important diversity monitoring information. This will be kept entirely separate from the application process.

In line with HCC's our policies, we guarantee to interview all applicants with a disability who meet the minimum requirements of the Role Profile. Please ensure that you complete the available 'disability confident' request when applying.

Should you encounter any issues with your online application, please contact [mary.dempsey@gatenbysanderson.com](mailto:mary.dempsey@gatenbysanderson.com) quoting the job title/reference.

All completed applications should be submitted via:

<https://www.gatenbysanderson.com/job/GSe72491> with video submissions (or their links) sent to [mary.dempsey@gatenbysanderson.com](mailto:mary.dempsey@gatenbysanderson.com)

For an informal discussion to explore the role and your fit in more detail, please contact one of our advisors at GatenbySanderson:

Peter Guilder: [peter.guilder@gatenbysanderson.com](mailto:peter.guilder@gatenbysanderson.com) or 07545 441 127

Kate Merson: [kate.merson@gatenbysanderson.com](mailto:kate.merson@gatenbysanderson.com) or 0207 426 3376

If you do not receive an acknowledgement of your application within 48 hours, please email one of the advisors mentioned above.

### **Complaints**

In the unlikely event that you feel your application has not been treated in accordance with the recruitment principles or you wish to make a complaint, in the first instance, please raise it with Peter Buffoni, Partner and Head of the Community Protection & Defence Practice via email at [peter.buffoni@gatenbysanderson.com](mailto:peter.buffoni@gatenbysanderson.com)

If you prefer, or if the matter remains unresolved, please contact Mark Turner, Managing Partner at GatenbySanderson, via email at [mark.turner@gatenbysanderson.com](mailto:mark.turner@gatenbysanderson.com)



## **Assistant Chief Fire Officer (Response, Resilience & Prevention)**

**Salary £85,000 - £94,000 (subject to job evaluation)**

### **Full Time**

Hertfordshire County Council is a well-regarded and innovative council. The Community Protection Directorate is a hugely valued and visible part of the council with a commitment to providing high quality operational and preventative services to help keep people healthy and safe. Services within Community Protection include the Hertfordshire Fire & Rescue Service, Trading Standards, Resilience and the County Community safety unit. We are looking to continue our focus on quality and innovation now by appointing a new Assistant Chief Fire Officer (Response, Resilience & Prevention).

### **About this role**

This is an exciting time to take up this role, as you will be working to develop our operational performance and prevention activity across the County, to ensure that Hertfordshire is a safe place to live, work and visit. As a critical part of the Directorate, you will play a pivotal role in developing our organisational capability to ensure we deliver safe and high-quality services.

Reporting to the Deputy Director of Community Protection (& Deputy Chief Fire Officer), you will be supporting our efforts to achieve the highest standards of service delivery, leadership and financial management. To help achieve our ambitious plans for the development of the Directorate, you will be responsible for the development and delivery of or strategic plans in Fire & Rescue Response, Prevention, Emergency Planning through the Resilience Team and the Hertfordshire Home Safety Service.

### **About the Person**

You will be a credible operational leader with a demonstrable track record of motivating and supporting a diverse workforce to be the best that they can be. Operating with integrity and openness, you will have the confidence and credibility to engage and lead colleagues, impacting positively on partners and wider stakeholders. As the current pandemic has shown, our environment is ever-changing, and this role will play a key part in responding to these, and future challenges.

This role is subject to a DBS check.

A suitable operational command assessment will form part of the selection process during the week commencing 21st June 2021.

### **How to apply:**

To find out how to join us, please go to: [www.gatenbysanderson.com/job/GSe72491](http://www.gatenbysanderson.com/job/GSe72491)





For an informal discussion, please contact our recruitment partner colleagues at GatenbySanderson:

Peter Guilder: [peter.guilder@gatenbysanderson.com](mailto:peter.guilder@gatenbysanderson.com) or 07545 441 127

Kate Merson: [kate.merson@gatenbysanderson.com](mailto:kate.merson@gatenbysanderson.com) or 0207 426 3376

### **Diversity and Inclusion:**

At Hertfordshire, D&I is in our DNA and we are fully committed to creating an inclusive environment, which promotes and supports inclusivity and respect with a culture that supports our communities and partners and celebrates all aspects of diversity. We aim to create a working environment that is free from discrimination, harassment, bullying and victimisation.

### **Timetable:**

Closing date: 9:00am Monday 24 May 2021

Shortlisting: w/c 31 May 2021

Initial interview (GS): w/c 14 June 2021

Final panel: w/c 21 June 2021







COUNTY OF OPPORTUNITY

[hertfordshire.gov.uk/jobs](http://hertfordshire.gov.uk/jobs).

[hertfordshire.gov.uk](http://hertfordshire.gov.uk)

