

Service Document Standard Form:

Role Profile

Community Safety Team Leader

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Community Safety Team Leader
Grade:	J
Service area:	Prevention, Response and Resilience
Responsible to:	Community Safety and Safeguarding Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

Leading home fire safety and wellbeing activity, directly managing the Community Safety Co-ordinators and Community Safety Technicians.

Deputising for the Community Safety and Safeguarding Manager as required.

Leading on the management and continued development of the prevention strand of the Premises Risk Management System (PRMS), ensuring relevant performance information is shared within the Service.

Assisting Service Delivery staff to identify and drive prevention activities specific to local risk information, utilising appropriate technology, Community Safety staff etc.

Maintain the Service's external agenda on diversity and inclusion, relevant to Community Safety.

Deliver the best possible service to the community, identifying and engaging with those who are most vulnerable or at risk within it.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): N/A

Staff responsibilities (direct or non-direct):

Direct: Managing three Community Safety Co-ordinators and two Community Safety Technicians

Non-Direct: Deputising for the Community Safety and Safeguarding Manager when absent

Service Document Standard Form:

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Any other statistical data: Monitoring and reporting on the delivery of Fire and Wellness Visits and other home safety activity

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Leading work with partner agencies to assist in the reduction of accidental dwelling fires, deliberate fires, road traffic collisions and promoting home safety
- Representing the Service at appropriate level meetings and groups
- Managing effective communication within internal teams, developing and building clear working relationships
- Leading on the communication around Community Safety activities across the Service and wider audiences, utilising the external website, social media, intranet, and through any other means identified
- Manage systems to collect and analyse data, identifying:
 - What Community Safety activity has been carried out
 - Where
 - With whom
 - Why
- Utilising frameworks provided to evaluate outcomes and effectiveness
- Lead on the development of procedures, guidance notes and information documents
- Covering processes as required for the delivery of safe and effective Community Safety initiatives across the Service as a whole
- Manage the day to day operation of the Community Safety Coordinators and Technicians:
 - Objective setting and reviews
 - Workloads
 - Performance management
 - Attendance management etc
- Being mindful of and prepared for succession planning, including consideration of alternative ways of working
- Undertake suitable training as required, to maintain currency of knowledge
- Being aware of local Authority/Police/Community Safety Partnership activity and best practice
- Setting the level of training required to be undertaken by staff at different levels, ensuring that this is available and carried out by individuals across the Service
- To keep abreast of developments and policy initiatives both nationally and locally
- Managing key areas in the delivery of the Service's Prevention Strategy, ensuring that activities meets the needs of the community balanced with the resources and

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capacity available

- Developing and leading initiatives, identifying resources required to support the delivery of the Public Safety Plan (PSP)
- Leading on key areas within internal and external audits, reviews and service development activities
- Supporting the Service to develop an improved approach to equality, diversity and inclusion in all activities which are undertaken

DECISION MAKING:

Make decisions: Have autonomy to make decisions within their role and department to enable achievement of personal and team objectives

Significant say in decisions: Will have influence in Service wide development

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- At all levels across the organisation; from senior management, operational and support services staff

External:

- Educational establishments
- Partnership agencies
- Local Authorities
- Emergency Services
- Community groups

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post

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- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Degree level education or equivalent and/or extensive practical experience within a community / multi-agency setting
- NEBOSH (or IOSH and willingness to work towards)
- Level 3 Award in Education & Training (PTLLS)
- Full UK valid Driving Licence

Experience:

- Experience of working in multi-agency environment at a tactical level
- Demonstrate the ability to support and develop a diverse and inclusive culture
- Be able to work flexibly
- Partnership working in a community setting
- Commitment to customer service
- Management of teams and individuals
- Data gathering and analysis

Skills:

- Excellent influencing, consultation and communication skills
- Management and leadership skills

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- Computer literate or ability to use IT systems in a wide range of applications
- Possess excellent planning and organisational skills
- Openness to change and actively seeks to support it
- Ability to work to time sensitive deadlines with attention to detail
- Ability to lead a team and to interact with individuals
- Works on own initiative and confidently without direct supervision
- Evaluation skills and knowledge of reflective practices
- Ensures services are accessible and responsive to the needs of the most vulnerable people in the community
- Gathers and analyses data to identify the varying needs of and risks for different groups, individuals and communities and uses these to inform Service delivery
- Engages effectively with all its communities using a range of appropriate channels
- Ensures customer satisfaction is high for all sectors of the community and across all the different aspects of the Service's work
- Use effective staff engagement methods to set corporate service and workforce objectives to achieve service transformation
- Ensures staff are appropriately trained and resourced to meet the diverse needs of local communities

Knowledge:

- Thorough knowledge and understanding of equality, diversity and inclusion agenda and how to build into all prevention activities
- Sound understanding of safeguarding policies and procedures and the ability to confidently implement the appropriate course of action

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.