

Service Document Standard Form:

Role Profile

On-call Support Manager (OCSM)



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ROLE DETAILS:

Role Title:	Supervisory Manager - On-Call Support Manager (OCSM)
Grade:	Crew Commander
Service area:	Service Delivery
Responsible to:	Station Commander On-Call North and South

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

To undertake the role of On-call Support Manager (OCSM) for the respective area of the Service. (North and South)

The role will provide support to the relevant Station Commanders to deliver operational cover, prevention and protection capabilities to the area of Buckinghamshire and Milton Keynes. This will include liaison with other departments/directorates to develop plans, procedures and policies that will deliver a safe and efficient capability to the local communities and the staff of Buckinghamshire and Milton Keynes.

Support will be focused to enhance operational assurance, provide resilience where required across the service to support service delivery and to promote the transformation and modernisation of the On-call service

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

Financial (direct or non-direct):

The post holder will not have direct responsibility for any budget but will be aligned to organisational financial regulations.

Staff responsibilities (direct or non-direct):

Non-direct responsibility for the management, administration and support for supervisory managers at stand-alone On-call stations (North/South)

Any other statistical data:

N/A

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

Administration & Financial

- Payroll Level 1 substitute for supervisory managers on stations, to meet payroll deadlines
- H&S / Fire Safety; monitor and report any issues, update H&S noticeboards as required
- Conduct and assist with investigations into Safety Events
- Welfare; monitor and report any issues as required
- Procurement of station equipment and supplies as necessary
- Monitor and manage (if necessary) PPE Service schedules
- Support the delivery of station plans and appraisals as required
- Support stations to deliver testing, defects, procurement and inventories through the Red Kite system, to maintain operational preparedness
- To ensure the line management receive regular, timely and comprehensive reports on service related matters
- Assist with the production, development and maintenance of Business Continuity Plans (BCP)

Training and development

- Preparation and monitoring of training plans for each station
- Liaison with each station within their area to combine training requirements where possible and link training plans
- Liaison and manage support available via Wholetime stations & Area Trainers
- Production of personal development plans for staff
- Monitor and support core training records
- Deliver training to On-call stations, as required, by organisational needs, which will include evening work to attend exercises and drill nights
- Produce and support the implementation of an annual training plan
- To support and guide On-call staff to ensure the delivery of a high quality service to the local community and Authority

Operational

- Monitor resource availability and provide operational cover as required by the Resource Management Team (RMT)
- To provide operational availability when working at On-call stations and to update and maintain the accuracy of personal availability on the resource management system
- Respond to and support the resolution of operational incidents as a Level 1 Incident Commander

Recruitment & leavers

- Assist with the management and delivery of staff through the employment lifecycle, e.g. recruitment, development, health and welfare and the leaving process, to meet organisational requirements

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- Support the delivery of role related tests
- Provide support to the relevant Station Commander in the management of their role

Communications

- Assist with the production and issuing of weekly On-call bulletins
- Utilise the use of social medial platforms to support recruitment and promotion of On-call activities
- Provide regular and timely updates on the progress of objectives, projects and achievements
- Support the clear delivery of management communications to and from On-call stations, staff and departments within the Authority

DECISION MAKING:

Make decisions:

The post holder will be required to make decisions relevant to the departmental responsibilities including but not limited to;

- All decisions in tactical ICS Level 1 response and resilience
- Workload and prioritisation to meet Service Delivery objectives
- Limited supervision required; the post holder will be required to work unsupervised and expected to update their line manager as and when required

Significant say in decisions:

- Budgetary; pay and resources within station budgets and with Level 1 authorisation
- Recruitment and selection of On-call staff

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

Internal:

- On-call staff at all levels, including candidates; supporting the recruitment and selection, training, and continuous development of On-call staff
- Training and operational assurance team members; to seek support for the delivery of training and independent assessments of staff in training
- Wholetime members of staff; to coordinate and support training On-call training, familiarisation of safety critical information (i.e. SSRI)
- HQ based staff such as HR, Payroll and ICT, to seek advice and support as required

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External:

- Other FRS
- Other Blue Light Services and partnership agencies

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 Service's aims, organisational values and behaviours and their impact on this post
- 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:

- Level 1 Incident Command qualified
- Current driving licence (car)
- Competent Crew Commander or working towards
- Core training record, demonstrating comprehensive coverage of safety critical training

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Experience:

- Operational background
- Training and development of staff
- Integration of positive changes into the Authority

Skills:

- Ability to communicate, engage and motivate effectively with a broad range of staff
- Willing and enthusiastic to learn and supportive of the development of others. The post holder will be an advocate and able to promote the exceptional value of the On-call service
- Working knowledge of e-learning packages and core training records
- Computer literate or ability to use IT applications in a wide range of applications

Knowledge:

- Comprehensive knowledge of the On-call service and thorough understanding of other areas of Service Delivery

REQUIREMENTS: Desirable Criteria

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

Qualifications & Training:

- IOSH Health and Safety qualification
- Competent/Temporary operational Crew Commander
- Relevant operational instruction such as; BAI, RTCI, etc.
- Teaching qualification e.g. Level 3 Award in Education and Training (Formally PTLLS)
- Assessors qualification e.g. Level 3 Certificate in Assessing Vocational Achievement

Experience:

- Supervisory Management in a local authority FRS

Knowledge:

- Resource management systems including payroll and availability
- Thorough understanding of relevant policies and procedures

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.

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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.