

## Service Document Standard Form:

### Role Profile

Firefighter Technical

Linked documents: *Job Evaluation Guidance Note*



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### ROLE DETAILS:

<b>Role Title:</b>	Firefighter Technical
<b>Grade:</b>	Firefighter Competent + 15% flexible working allowance
<b>Service area:</b>	Technical Department
<b>Responsible to:</b>	Watch Commander Technical

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

To support operational improvements through robust management of operational policy, procedure, guidance, planning, information, and provision of uniform, PPE and equipment.

To supports any collaboration opportunities, ensuring they are fully realised through externally focussed work streams and developing and managing new operational initiatives.

To ensure a resilient operational response is in place, by contributing to resourcing of the Incident Command Unit (ICU), specialist appliances/equipment, and the high impact/low frequency incidents and managing specialist operational support activities.

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

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

**Staff Responsibilities:** Liaison with other departments/directorates to develop plans, procedures and policies that will deliver a safe and efficient capability to the local communities of Buckinghamshire and Milton Keynes

**Any other statistical data:** To collate, record, monitor and share with the Watch and Station Commander, relevant statistical data and department-based targets. To be responsible, through the relevant lead officer and department heads, for ensuring all required data is communicated so to ensure effective and efficient operations as part of a wider agenda

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

- To support collaboration and operational alignment through implementation of new initiatives, notably the Thames Valley Incident Command Support Project
- To support with the coordination and delivery of a Service wide uniform review
- To support the implementation of National Operational Guidance (NOG) with particular focus on Thames Valley FRS's operational procedure, guidance and information
- To align operational procedures to training, occupational standards and mobilising protocols, through effective departmental liaison and building relationships
- To ensure policies and procedures are formulated, reviewed and controlled, and support assurance measures, ensuring operational policy and procedure is correctly managed, in a timely manner in liaison with stakeholders
- To support in taking a collaborative approach to implementing procurement initiatives and projects
- To engage with suppliers, building relationships and maintaining a positive image of the Service
- To review and enhance the resilience and capability of the ICU and its function, supporting the delivery of a new operating model with enhanced capabilities and resilience across all staff groups
- To support the implementation of a new SSRI database and recording system
- To support the coordination and delivery of workforce engagement and training sessions related to new PPE, equipment and software systems related to Technical Department workstreams and responsibilities.
- To review and create new equipment manuals, risk assessments and provision of suitable instruction and information to employees
- To provide relevant information to the Watch Commander to be disseminated with the assurance that key risk critical processes are being followed
- To maintain, control, and record all documentation ensuring they are used in accordance with the Data Protection Act and Service policies to allow a complete audit trail
- To attend meetings at local, regional and national levels and compile reports/action plans to implement any issues surrounding these meetings
- To liaise with relevant departments to inform of identified areas for organisational improvement, and take part in the accurate assessment of outcomes
- To provide constructive and positive support to team members who may be experiencing difficulties within their role
- Maintain a level of physical fitness required to undertake the role of a Firefighter

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- Provide a minimum of 12 operational day shifts per year of operational cover to assist with resourcing and maintenance of core skills and operational competencies
- On occasions to provide an operational response in respect of both incidents and resilience cover that may occur inside and outside of the Service area, as per the Fire & Rescue Services Act 2004, Civil Contingencies Act 2004 and Service policies

### DECISION MAKING:

**Make decisions:** To carry out core duties and work priorities that has been set by the Watch Commander in conjunction with the Strategic Plan.

To continually strive for excellence and proactively look for ways to implement improvements to working practices, systems and to personal and organisational performance.

To demonstrate initiative, where appropriate, so to ensure the health, safety and welfare of yourself and others, during all work-related activities is maintained.

**Significant say in decisions:** Supporting opinions, research, reporting and reviews gathered and produced by the role holder will be an influencing factor to decisions being made.

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

**Internal:** To demonstrate commitment to, and involvement in developing and maintaining proactive working relationships with colleagues, team members, line managers, external agencies and other relevant groups.

To attend regular meetings with immediate line managers in order to report on progress

To assist with the collation of data from a range of sources, both internal and external and compile reports based on areas such as station-based targets, station performance, employee performance etc. so they can be submitted to immediate line managers

In association with the Watch Commander, plan, prepare, attend and conduct meetings and engagement sessions with teams or departments

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**External:** To effectively communicate, both in writing and verbally, with partner agencies and other groups and coordinate joint initiatives in line with the strategic plan and as directed by immediate line manager.

### 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, vision and values
- 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 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
- To take a proactive approach and take responsibility for your personal performance, in particular physical fitness, so to be able to perform your role safely and effectively, in accordance with the Physical Fitness Testing procedure and Occupational Health Policy.
- To provide a suitable means of transport, in order to attend any future place of work as determined by BMKFA
- Provide a level of flexibility to enable the post holder to engage with and support On Call units and watches during evenings and over weekends
- Maintain an operational commitment outside of normal office hours
- Attend operational exercises at the FSC and other external venues with the Incident Command Unit and/or other specialist appliances

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### **REQUIREMENTS: Essential Criteria**

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

#### **Qualifications & Training:**

- Can demonstrate they are a competent Firefighter, currently serving within a UK Fire and Rescue Service\*
- Full UK valid Driving licence

#### **Experience:**

- Ability to effectively communicate with colleagues, teams, partner agencies and other Services
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach

#### **Skills:**

- Computer literate or ability to use IT applications in a wide range of work-related applications
- Good communication skills, both written and verbal, and be able to use a variety of methods when communicating information to different audiences
- Able to prioritise workloads
- Good analytical and problem-solving skills
- Good planning and organisational skills
- Focused on delivering positive change and actively seek to support it
- Works on own initiative and can work without direct supervision, in a confident manner
- Good organising skills, able to manage diverse work streams
- Maintain operational competencies

#### **Knowledge:**

- Knowledge and understanding of NOG, OIN'S and TVOB's (or relevant fire service guidance notes and documentation)
- Knowledge of Incident Command and Command Support
- Able to maintain a good knowledge of all role specific information by proactively monitoring information via a range of sources such as the Intranet, policies, procedures, internal bulletins and external publications

*\*Internal applicants will need to either be competent in role or completed an Improving Standards course. Applicants will need to demonstrate operationally competency to meet all elements of the National Occupational Standards through up to date MOC training records*

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### **REQUIREMENTS: Desirable Criteria**

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

#### **Qualifications & Training:**

- Command support operative training
- ERD trained
- IOSH
- IFE - Level 3 Certificate in Fire Service Operations and Incident Command and or equivalent qualification

#### **Experience:**

- Firefighter seeking a development opportunity to help broaden their experience to help prepare for a supervisory role in the future
- Previously worked flexibly in addition to a traditional wholetime shift pattern and able to manage their time efficiently and effectively
- An ability to effectively communicate with colleagues, teams, partner agencies and other Services
- Demonstrate the ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Computer literate or ability to use IT applications in a wide range of work-related applications

#### **Skills:**

- Ability to deliver reports and updates to governance groups in good time and on occasion be able to confidently deliver those in person

#### **Knowledge:**

- To have an awareness of the Service demographics, the political landscape and changing risk profile

### **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.

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