



## Job Description

**Job Title:**

Crew Manager

(Operational / Trainer / On Call Support Officer / Business Safety Advisor / USAR)

**Responsible To:**

Watch Manager

**Responsible For:**

Firefighters (as appropriate)

**Grade:**

Grey Book Crew Manager pay as appropriate.

**Hours:**

42 hours per week, Operational, Trainer or Day Duty System

**Location:**

Various

**Other terms and conditions:**

- National Joint Council for Local Authorities Fire Brigades.
- Ad Hoc Car User
- This role is subject to a Standard Check by the Disclosure and Barring Service.

**Special Requirements**

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.
- It is a requirement of the post that the post holder will be able to attend evening and weekend meetings/events as required.
- This role is subject to a Standard Check by the Disclosure and Barring Service.<sup>1</sup>

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<sup>1</sup> With effect from 6 July 2023, Fire and Rescue Authorities have been listed in Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, meaning that all LFRS roles are subject to a Standard Level Disclosure and Barring Service (DBS) Check as a minimum. Some roles within the Service will be eligible for a higher level check depending on the duties of the role.

## **Our Aim**

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

## **Our Priorities**

- Valuing our people so they can focus on making Lancashire safer.
- Preventing fires and other emergencies from happening.
- Protecting people and property when fires happen.
- Responding to emergencies quickly and competently.
- Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values 'Strive' reflects the behaviours we expect from our staff:

- Service: Making Lancashire safer is the most important thing we do.
- Trust: We trust the people we work with.
- Respect: We respect each other.
- Integrity: We do what we say we will do.
- Valued: We actively listen to others.
- Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

- Putting our communities first: we put the interest of the public, the community and service users first.
- Integrity: we act with integrity including being open, honest and consistent in everything we do.
- Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
- Leadership: we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- Equality, diversity, and inclusion: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service's and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan](#).

## **Job Role**

The role of the Crew Manager is to undertake the duties as per the Crew Manager role map and demonstrate LFRS values and leadership in the duties they undertake and to provide supervision and leadership to the people they are responsible for and/or to undertake a level of duties commensurate with the role. This will include the coaching and mentoring of others.

In addition to the operational Crew Manager role, a number of specialist Crew Manager roles exist, as below, and they have additional areas of responsibility;

**Operational Crew Manager:** is primarily the day to day running and management of a Watch at a Fire Station as part of the Watch Management Team. The post holder will provide coaching, mentoring and leadership of the team in meeting the requirements of their roles and agreed individual, team, local and corporate objectives.

**USAR Team Leader:** is to lead a USAR team and ensure the effective and efficient operation of all team functions. The role of the USAR unit involves training and responding to a variety of major or catastrophic incidents such as: Structural collapse, Open area searches, Rope rescues, Confined space rescues, Heavy transportation incidents, Incidents involving complex entrapments.

These can be anywhere in the United Kingdom and attendance may be required for several days.

**Crew Manager Trainer:** is to assist the Training Manager to design, plan, manage and deliver training programmes in accordance with Service requirements, including a continuous obligation to carry out risk assessments and to ensure compliance with specified Health and Safety Control Procedures.

**On Call Support Officer:** is to provide flexible operational cover as a Crew Manager, when necessary, to On Call stations within the designated geographical area. To support the recruitment and development of operational firefighters who work the Retained Duty System.

**Business Safety Advisor:** is to support and advise businesses in order for them to understand and comply with their statutory duties relating to fire safety legislation and ultimately to increase the presence of LFRS in the business community across Lancashire. To gather operational intelligence to support the safety of firefighters and others working for LFRS and to signpost businesses to other relevant enforcing authorities where appropriate.

## **Responsibilities**

### **All Crew Manager Roles**

- To undertake all the duties as detailed in the Crew Manager role map adopting and promoting a constructive developmental working environment.
- Adopting and promoting a constructive developmental working environment.
- Demonstrate a commitment to personal development and actively participate in the appraisal process.
- Undertake appraisals, setting objectives, identifying training needs and giving developmental feedback.
- Mentor, coach and develop individual members of staff for which you have accountability.
- Challenge under-performance issues through the application of LFRS Service Orders and HR Policies, including discipline and performance management.
- Apply other LFRS Service Orders and HR Policies including Grievance, Absence Management and Health and Safety.
- Contribute to the development, implementation and of proposed changes to services, products and systems by involvement in various committees and working groups.
- Prepare and produce reports and presentations as required within agreed timescales.
- Maintain operational fitness as per LFRS policy.
- To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
- Promote a positive image of the Service in dealing with all other organisations and members of the public.
- To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equality, Diversity, and Inclusion Policy at all times.
- To observe all rules governing health and safety and use safety equipment where it is provided.
- To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
- The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.
- For staff conditioned to 'Grey Book' Conditions of Service, it is a condition of appointment that such staff must be prepared to transfer to other functions after a fixed period subject to the exigencies of the Service.

### **Operational Crew Manager**

- Provide day to day leadership and management of a fire station and respective watch/group as part of the management team.
- Comply with the requirements of the relevant duty system in terms of the rostering arrangements.
- Maintain equipment availability and related records.

- Conduct dynamic risk assessments at incidents to select safe systems of work.
- Provide leadership and management to individuals and the team in meeting the requirements of their roles and agreed individual, team, local and corporate objectives.
- Establish plans and measurable objectives and performance standards and identify and instigate appropriate development of team members.
- Develop, lead and manage Community Safety projects and initiatives in conjunction with other internal departments/stations, and statutory and non-statutory partners, in order to fulfil the aims of Lancashire Fire and Rescue Service Community Safety Strategy.
- Be responsible as part of the Watch Management Team for ensuring all Service Orders and amendments are communicated to the team as and when issued, and that these are understood and followed as detailed.
- Lead, manage and support operational incidents.
- Act as a representative of Lancashire Fire and Rescue Service working in partnership with other organisations and agencies to promote and progress the work of Community Safety.
- Be responsible for training, development and subsequent maintenance of skills relating to personnel directly under their supervision and other personnel when directed.
- To ensure effective management of all health and safety issues and associated risks, including undertaking operational risk assessments and communicating all relevant information to team.

### **Operational Crew Manager/USAR Team Leader**

(To be considered in conjunction with the responsibilities of the Operational Crew Manager).

### **USAR Team Leader responsibilities**

- Flexible approach to work between S53 Bamber Bridge and S54 Chorley to ensure maintenance of skills respective to dual role.
- To lead a USAR team and ensure the effective and efficient operation of all team functions.
- A requirement to successfully complete USAR Training Modules One (Light Rescue), Two (Heavy Rescue) and Safe Working at Heights.
- In conjunction with the USAR Watch Manager, plan all activities to ensure the efficient and effective operation of the team.
- Attend USAR related incidents and ensure all operations are conducted in accordance with defined operating procedures.
- Be available at incidents for specialist knowledge and to provide advice and practical support to the Incident Commander. This role may include National USAR Tactical Adviser (subject to NRAT criteria being met).
- Deliver instruction and training to fire service staff, and other agency personnel, as required and report poor performance in an appropriate fashion.

- Conduct investigations and manage information, reporting to inform future practice.
- Be available to drive and operate any USAR vehicle or Service vehicle as required.
- To develop, maintain and continuously improve professional competence and skills in line with the relevant role map, in order to respond to a range of USAR incidents; to provide specialist technical knowledge, skill, guidance and support during such incidents or training scenarios.
- Provide a flexible and adaptable approach to work which may require extended periods of operational response in respect of major incidents that may occur both inside and outside the FRS area (appropriate arrangements to mitigate welfare issues will be implemented respectively).
- To develop and implement effective emergency planning arrangements in accordance with Civil Contingencies legislation.
- To liaise with other FRSs and organisations to share information and best practice.
- As directed, to attend and provide specialist support and at a range of operational incidents including:
  - Structural collapse
  - Open area searches
  - Rope rescue
  - Confined space rescues
  - Heavy transportation incidents
  - Incidents involving complex entrapments
- To operate in a variety of specialist positions and roles in order to bring local, regional and national incidents to a successful conclusion.
- To assist in the delivery of USAR training to FRS personnel and personnel from other Category 1 and Category 2/3 organisations as required.
- Where appropriate, to attend specialist training courses in accordance with the USAR role.
- To assume personal responsibility for familiarisation with identified national, regional and local risks and hazards.
- Attendance at USAR related training courses.
- Membership of USAR work streams and specialist technical leads.
- To undertake other duties associated with the post of USAR Team Leader.

#### Additional Requirements

In terms of USAR, there may on occasions be extended deployments and/or redeployments from firefighter duties. Therefore, this will necessitate flexibility in the DCP shift system to accommodate any such events.

Considering the specialised USAR training requirements and the need to sustain a resilient response, it is the Service's intention for personnel to complete a minimum of three years' service at S53/S54 before considering a transfer.

## **Crew Manager Trainer**

- Deliver training programmes to the satisfaction of Training & Operational Review Department.
- Set and update training aims and objectives for students in liaison with Training & Operational Review Department.
- Develop students through planning and activities to achieve objectives monitor and evaluate outcomes.
- Provide constructive feedback to students on their performance demonstrating the Service values.
- To implement Service Training Policies and ensure that they are carried out efficiently and effectively.
- Ensure the dissemination of information as required and obtain feedback.
- To provide feedback to Training & Operational Review Department management regarding the Training Programmes, facilities, and students performance.
- Ensure equality of opportunity for all students attending Service Training Centre and freedom from harassment whilst abiding by the Code of Conduct.
- Attend to student welfare issues as per guidance providing during induction process.
- Responsible for ensuring all Service Orders and amendments are communicated to students as and when issued, and that these are understood and followed as laid down.
- Be prepared to hold specific training reference and update student notes, presentations and lesson plans to ensure currency.
- To ensure effective management of all health and safety issues and associated risks, undertaking risk assessments when required and communicating all relevant information to colleagues and students.
- Continuous Professional Development in the fields of training, operations and safety.

## **On Call Support Officer Role**

- Provide operational cover as Crew Manager, when necessary, to on-call stations within the designated geographic area.
- Co-ordinate, plan and deliver on-call training across designated area to support firefighter development and competence.
- Co-ordinate and strengthen links between wholetime and on-call duty systems, through joint training.
- Support the Service in positive action and employment education activities.
- Liaise with key stakeholders in supporting on-call recruitment, training and profile, such as Station Management, Training and Operational Review and Corporate Communications.
- Lead, manage and support operational incidents in line with CM Role Maps.
- Engage with Primary employers and local communities to promote the on-call station and recruitment.

- Attend courses/training to develop skill set for the roles, e.g. Level 3 Award in Education and Training, drills and assessment.
- Provide support to on-call recruitment by attending the PAD, pre-learning and On-call Initial Course as and when required.
- Attend and contribute to the on-call related meetings and working groups e.g. RIG and local meetings.

### **Business Safety Advisor**

- Manage and undertake fire safety activities, in line with the LFRS Integrated Risk Management Plan, the Fire Protection and Business Safety Strategy, Department and District Plans.
- Provide advice and education to support responsible persons to meet their statutory obligations under relevant fire safety legislation.
- Respond with courtesy, clarity, and accuracy to enquiries from stakeholders and other departments and agencies.
- Apply due diligence and sound judgement when responding to requests and dealing with confidential information.
- Assist responsible persons with business continuity and emergency planning advice.
- Assist responsible persons by signposting to relevant regulatory bodies or trade organisations.
- Ensure complaints are acknowledged, triaged, and completed or passed to the appropriate fire safety officer or partner agency in a timely manner.
- Visit regulated premises that have experienced a fire to provide fire safety and business continuity advice.
- Visit regulated premises in the vicinity of non-domestic fires to provide post incident advice and support.
- Carry out appropriate regulatory actions following Business Fire Safety Checks.
- Actively engage with CPD.
- Undertake allocated references for area of responsibility, where assigned.
- Develop and deliver fire safety campaigns and associated content/material aligned to risk and intelligence, where necessary working with corporate communications staff and partners.
- Identify opportunities to link protection activity to community safety, signpost to other services and provide home safety advice using intelligence from local District Plans and Risk Profiles.
- Identify and capture relevant information on regulated premises.
- Engage with businesses and trade organisations to create networks and contacts with whom to interact utilising a variety of engagement methods, including face to face and digital, with the objective of reducing risk by continually elevating fire safety awareness.
- Undertake fire safety audits in accordance with the Protection Performance Framework:
  - Planning and preparing appropriately.

- Applying appropriate fire safety guidance and standards.
- Evaluating hazards, risks, risk assessments and control measures.
- Reporting on compliance levels and audit findings.
- Completing fire safety letters appropriate to audit findings.
- Signposting breaches requiring enforcement, or involvement of another enforcing authority, to an appropriately qualified Fire Safety Inspector.
- Interrogate ICT systems to identify trends and work with responsible persons to reduce the impact of unwanted fire signals from automatic fire detection and alarm systems applying relevant policies and procedures.
- Triage Licensing Consultations and respond in accordance with relevant policy.
- Review on-line planning portals sending template letters to authorities and responsible persons where doing so assists the early identification of potential fire service access issues and water supply requirements, making recommendations for the consideration of sprinkler systems and sharing information with the Service's water officer.
- Recognise when a situation is beyond the scope of the role and take appropriate action.
- Gather operational intelligence and provide updates to response staff and community risk databases as necessary and in a timely manner.
- Maintain operational awareness as per LFRS policy, in readiness for recall to operational competence and duties as and when required by the exigencies of the Service.

## **Further Information**

### **Driving Requirements**

You are required to hold a current category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Engineering Services before you can be appointed even if you are successful at interview.

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the LFRS Ad Hoc Car User Scheme.

The vehicle provided must be fit for purpose, and meet the following requirements:

- Valid MOT test certificate
- Maintained in accordance with the manufacturer's recommendations, kept in good condition and be fully road legal at all times.
- Insured for your to drive on official business journeys.
- It should be noted that the provision of your own vehicle does not preclude LFRS requiring you to use Service transport where this is considered more appropriate and in the interests of the organisation.

### **Drugs and Alcohol Use**

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their acts or omissions.

To this end, LFRS will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentially. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.

This role is subject to a Standard check with the Disclosure and Barring Service.

## **Employee Specification – Crew Manager Generic and Operational Competencies**

Please note all criteria are essential unless otherwise stated.

### **Qualifications**

- Competent Wholetime Firefighter and in frequency for Incident Command and who hold an active command licence or existing Crew Manager.

### **Experience**

- Substantive experience in the role of an operational firefighter dealing with a range of emergency incidents that may be attended by LFRS.
- Experience of using ICT systems and software relevant to the role.
- Experience of dealing with members of the public.

### **Knowledge, Skills, and Abilities**

- Ability to maintain a calm, patient and constructive attitude despite setbacks, challenges, or in distressing situations.
- An ability to command an incident at Crew Manager level.
- Good ICT skills relating to the job role.
- Ability to communicate effectively, both verbally, in writing and in a safety critical environment.
- Ability to deliver presentations where the role requires it.
- Ability to build constructive relationships, with both internal and external stakeholders.
- The ability to work as part of a team and be flexible in developing solutions and improvements.
- Able and willing to take ownership and give direction to others.
- Self motivated and the ability to motivate others to achieve shared goals.
- Ability to think independently and work on own initiative.
- Ability to make effective, often difficult decisions affecting colleagues and others, having considered level of risks, feedback and service policy.
- Analytical and problem-solving skills with the ability to think creatively when seeking ways to resolve a situation.
- Ability to develop productive relationships.
- An ability to self-reflect, give, receive constructive and developmental feedback, and be open to challenge.
- The ability to recognise and challenge inappropriate behaviour.
- An ability to promote and support change and motivate others to participate in that change.
- A commitment to the principles of safeguarding.
- The ability to apply knowledge of health and safety as it is applicable to the job role, including the completion of appropriate risk assessments.
- A commitment to inclusion, equality, and diversity.
- Demonstrate a commitment to Continuing Professional Development, and proactively support others' development.

## **Desirable**

- GCSE Maths and English Language A-C or equivalent.

## **Special Requirements of the Post**

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service as detailed in the terms and conditions of the post, see further details.
- This role is subject to a Standard check with the Disclosure and Barring Service.
- It is a requirement of the post that the post holder will be able and be prepared to attend evening and weekend meetings/events as required according to the specific duty system.

**In addition to the above, additional competencies required for Crew Manager Trainer, Business Safety Advisor and Crew Manager USAR Team Leader are below;**

## **Crew Manager Trainer**

### **Qualifications**

- Competent Wholetime Firefighter and in frequency for Incident Command and who hold an active command licence.
- Qualified Breathing Apparatus Wearer.

### **Experience**

- Previous experience of working in a practical and theoretical environment and presenting to small and large groups.
- Ability to work unsupervised, on own initiative, meeting required standards.

## **Business Safety Advisor**

### **Qualifications**

- Competent Wholetime Firefighter and in frequency for Incident Command.

### **Knowledge, Skills and Abilities**

- An ability to develop a knowledge of the principles of building construction, of Fire Safety Legislation, Business Support strategies and Primary Authority Schemes and to take enforcement action in accordance with the LGA Enforcement Concordat.
- An ability to work unsupervised.
- Ability to work as part of a team and work as a lone worker.
- Ability to determine solutions to hazards and risks identified through inspection and investigation.

## **Other Requirements of Business Safety Advisors**

- A requirement to undertake the Level 3 Certificate in Fire Safety.

## **USAR Team Leader**

### **Qualifications**

- Competent Wholetime Firefighter and in frequency for Incident Command and who hold an active command licence.
- Hold or ability to achieve USAR 1 and 2.

### **Knowledge, Skills and Abilities**

- Completed or ability to complete and maintain USAR related training to include LGV driving licence, Safe Working at Height (SWAH), Rope Rescue, and maintain competence as a USAR specialist.

### **Desirable**

- Relevant technical experience in USAR and specialist rescue.

## **Terms and Conditions**

### **Job Title:**

Crew Manager

(Operational / Trainer / On Call Support Officer / Business Safety Advisor / USAR)

### **Responsible To:**

Watch Manager

### **Grade:**

Grey Book Crew Manager pay as appropriate.

Allowances where applicable:

Day Crewing Retaining Fee, Day Crewing Plus Allowance, Trainer's Allowance, On Call Support Officer's Allowance

### **Hours:**

42 hours per week, Operational, Trainer or Day Duty System

### **Location:**

Various

### **Car Parking:**

Free Car Parking Facilities are available at LFRS sites.

### **Pension:**

Fire Fighters Pension Scheme

### **Annual Leave Entitlement:**

Crew Manager

Shift Duty – 23 days plus 3 Long Service Annuals after 5 years' Service

Day Duty – 28 days plus 3 Long Service Annuals after 5 years' Service

### **Other Terms and Conditions:**

- National Joint Council for Local Authorities Fire Brigades.

### **Car Categorisation**

Ad Hoc

Current Category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Engineering Services before you can be appointed even if you are successful at interview.

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the "Lancashire Fire and Rescue Service Ad Hoc Car User Scheme".

The vehicle provided must be fit for purpose and meet the following requirements:

- Valid MOT test certificate.
- Maintained in accordance with the manufacturer's recommendations, kept in good condition and be always fully road legal.
- Insured for you to drive on official business journeys.
- It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation.

**Clearances:**

- Satisfactory references
- Standard Disclosure and Barring Service Check<sup>2</sup>
- Occupational Health Assessment

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their act or omissions.

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.

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