

JOB DESCRIPTION

APPENDIX 1

Post Title: Crew Manager Wholetime / Day Staffing	Director/Service/Sector NFRS		Office Use
Grade/Role: Crew Manager	Workplace: As directed by CFO		JE ref:
Responsible to: Watch Manager	Date: December 2025	Manager Level:	HRMS ref:
<p>Job Purpose:</p> <p>To Make Northumberland Safer To save life, reduce risk, provide humanitarian services and to protect the environment in the most competent manner.</p> <p>This post is responsible for effectively leading and managing the personnel on their watch in order to assist the service in achieving continuous improvement and the requirements of the Community Risk Management Plan. This will be done through the effective leadership and management of people along with effective utilisation and deployment of resources and management of any projects or performance levels assigned in line with Station plans.</p> <p>This role may be undertaken across a range of departments across the Service, including Community Risk & Response, Training, Technical Services, Prevention and Protection.</p>			
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Inform and educate your community to improve awareness of safety matters <ul style="list-style-type: none"> Promote safety matters to inform your community Facilitate learning through demonstration and instruction 2. Contribute to fire safety solutions to minimise risks to your community <ul style="list-style-type: none"> Inspect premises to minimise risks to people, property and the environment Report on issues arising from an inspection 3. Lead the work of teams and individuals to achieve their objectives <ul style="list-style-type: none"> Plan the work of teams and individuals Assess the work of teams and individuals Provide feedback to teams and individuals on their work 4. Maintain activities to meet requirements <ul style="list-style-type: none"> Maintain work activities to meet requirements Maintain healthy, safe and productive working conditions Make recommendations for improvements to work activities 5. Take responsibility for effective performance <ul style="list-style-type: none"> Take responsibility for personal performance 			

- Establish and maintain effective working relationships with people
- Develop your own skills to improve your performance

6. Support the development of teams and individuals

- Contribute to the identification of development needs
- Contribute to planning the development of teams and individuals
- Contribute to development activities
- Contribute to the assessment of people against development objectives

7. Investigate and report on events to inform future practice

- Gather information to support the investigation of an event
- Report the findings and conclusions of an investigation

8. Lead and support people to resolve operational incidents

- Plan action to meet the needs of the incident
- Implement action to meet planned objectives
- Close down the operational phase of incidents
- Debrief people following incidents

9. Health & Safety (General Policy)

By reference to current health & safety legislation and the Service's Health and Safety Policy to ensure that:

- A safe place of work is maintained by the establishment and continuance of health & safety inspections of premises and equipment.
- All accidents involving personnel and/or equipment are investigated and reported in line with prescribed principles all health & safety defects are reported as appropriate.
- All health and safety defects are reported as appropriate
- Loss of operational equipment/personal equipment investigations
- Non-emergency accident/injury investigations

10. Diversity And Equality (General Policy)

- To champion a sustainable improvement in equality practice at a corporate and departmental level.
- To ensure a clear understanding, commitment to and responsibility for diversity and equality as detailed in the Service's Strategic Plan and Diversity and Equality Policy.
- To ensure the positive promotion of diversity and equality throughout the Fire and Rescue Service particularly in terms of service delivery.
- To be responsible for managing diversity and equality policies through leadership and a positive attitude to secure continuous improvement in organisational culture.

11. Safeguarding Children/Adults And Vulnerable Persons

- To promote the application of the Service's Safeguarding Policies.

12. Environmental Strategy

- To demonstrate and understanding and commitment to the Service's Environment Strategy in relation to the environment and carbon reduction policies.

13. Display and Embed Service Values

- People First
- Respect
- Excellence
- Resilience

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:
Working patterns:
Working conditions:

To report to designated station for periods of duty
Community Risk and Response Crewing rota Wholetime / Day staffing
Grey Book Terms & Conditions

PERSON SPECIFICATION

Appendix 2

Post Title: Crew Manager		Director/Service/Sector: NFRS	Ref:
Essential	Desirable	Assess by	
Knowledge and Qualifications			
<p>A firm understanding of JESIP</p> <p>Knowledge and understanding of operational policies, practices and procedures for a wide range of emergency incidents associated with core skills</p> <p>Knowledge and understanding of National Operational Guidance</p> <p>An understanding of the structure, role and function of NFRS</p> <p>Proficient with Information and Communication Technology (ICT) with an ability to fully understand and utilise all software packages as required for the role as a supervisory manager, including CFRMIS, FaRDaP, Redkite and Microsoft 365.</p> <p>An understanding of the role of the fire service in the context of a multi-cultural society.</p> <p>Knowledge and understanding of the statutory duties of a Fire & Rescue Service</p> <p>Knowledge and understanding of the Service Values</p>	<p>Initial Incident Command Qualification* SFJ L3/ L1</p> <p>IOSH Managing Safely</p> <p>Coaching & Mentoring Qualification*</p> <p>ILM Level 3 Award in Leadership and Management</p> <p>IFE qualifications*</p> <p>L5 Coaching*</p> <p>IQA Qualification*</p> <p>Inclusion and Diversity</p> <p>Other relevant academic qualifications demonstrating a commitment to continuing personal and professional development.</p> <p>*or a willingness to study for this if appointed</p>		
Experience			
<p>Experience as a competent firefighter, attending a wide range of emergency incidents consistent with the role.</p> <p>Experience of consistently projecting and promoting a confident, controlled and focussed attitude in highly challenging situations.</p>	<p>Experience of working within a range of service areas</p> <p>Established record of successfully leading and managing people, including responding to and dealing with conflict and challenging inappropriate behaviour.</p> <p>Experience of successfully interfacing with the public and other agencies and promoting such relationships within the workforce.</p>		
Skills, Behaviours and Competencies			

<p>Understand the fire and rescue service's wider role and purpose</p> <p>An awareness of the fire and rescue service and a range of activities across prevention, protection and response</p> <p>An awareness of the importance of and a commitment to protecting our environment</p> <p>Understand the involvement of the fire service in providing medical intervention and safeguarding</p> <p>The importance of maintaining physical and mental wellbeing</p> <p>Ability to forge relationships with people from different backgrounds and cultures</p> <p>Communicate effectively, through listening, writing, speaking and presenting Information</p> <p>Ability to work methodically with attention to detail</p> <p>Have the sensitivity to deal with members of the public when they are injured, distressed, confused or being obstructive</p> <p>Proven experience of working effectively with others</p> <p>Celebrate difference and be adaptable to communicate with members of all communities across a variety of backgrounds and personal circumstances</p> <p>Ability to react appropriately under pressure and in difficult situations</p> <p>Take responsibility for the health, safety and welfare of themselves, colleagues, other emergency responders and members of the public</p> <p>Be prepared to continuously learn and develop</p> <p>Commitment to maintaining own health, physical and mental wellbeing and fitness</p> <p>Confidence to be adaptable and flexible to changing situations</p> <p>Demonstrate taking responsibility for effective performance</p> <p>Support the development and welfare of self and others</p> <p>Be able to embrace and promote the values of the organisation</p>		
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<p>Demonstrate integrity, reliability and responsibility</p> <p>Be prepared to work with people in need and challenge inappropriate behaviour</p> <p>Be willing to work in an agile manner to deliver a 24/7 service</p> <p>Ability to carry out administration including the use of technology (eg. mobile communication and ICT systems)</p>		
Physical, Mental and Emotional Demands		
<p>To work on the whole time/ day staffing rota system</p> <p>Attend residential and none-residential training courses consistent with role</p> <p>Represent Northumberland Fire and Rescue Service both in and out of normal working hours at functions as required</p> <p>Take on additional specialist roles</p>		
Other		
<p>Hold a current driving licence</p>		