



## Group Manager

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| <b>Job Title:</b>              | Group Manager                                                                                                                                                     | <b>Date:</b>          | August 24       |
| <b>Reporting Line:</b>         | Various                                                                                                                                                           | <b>Salary:</b>        | Group Manager B |
| <b>Team:</b>                   | Various                                                                                                                                                           | <b>Business Area:</b> | Various         |
| <b>Additional Remuneration</b> | Essential Car User allowance is payable for the role. It is an essential requirement for the role that successful candidates hold a current full driving license. |                       |                 |

### JOB PURPOSE

Group Managers lead key functions and departments within the organisation in line with the NFCC Leadership Framework; they also play a key role in the delivery of our cultural vision within the Service.

Group Managers provide leadership across a range of functional areas, building effective relationships across the organisation and work with key stakeholders to ensure the delivery of the priorities in their areas of responsibility as set out in the Fire Plan and the Annual Delivery Plan.

Group Managers lead, plan, co-ordinate, manage and monitor the planning and service delivery of the work within their areas of functional responsibility. They are responsible for delivering against the priorities set out in the Fire Plan and supporting the development and implementation of departmental strategies, and Annual Delivery Plans within their functions and departments.

Group Managers oversee and assure the development, implementation and monitoring of policies, procedures and training in relation to their functions and departmental areas of responsibility. Leading the Function, you will role model our core values, providing guidance and support to colleagues to drive a positive culture and foster an inclusive work environment where everyone feels valued and empowered to contribute to the organisation's success.

Group Managers will maintain a strong focus on health, safety, and wellbeing; fostering a culture of safety and continual improvement for their functions and departments and the wider Communities of Greater Manchester. All Group Managers are accountable for ensuring the safety and welfare of their staff, maintaining our premises to the highest standards, and have oversight of their team's activities to comply with health and safety regulations. Group Managers are also expected to maintain personal fitness in line with service standards.

### KEY RELATIONSHIPS

- Service Leadership Team
- Department/Function Management Teams
- Local Authorities
- Other external partners depending on role.
- National Fire Chiefs Council (NFCC)
- Ministry of Housing, Communities and Local Government
- North West Fire and Rescue Services

- GMFRS/GMCA Staff Networks

## KEY RESPONSIBILITIES

### Leadership & Management

- Lead a range of teams within your functional area of responsibility to deliver activities in line with strategic plans and priorities, performance objectives and expectations and organisational values including the NFCC Core Code of Ethics. (EFSM 6)
- Lead and oversee the development of individuals and teams including, coaching and mentoring to actively supporting their professional development, performance and wellbeing in line with national competency frameworks and recognising the team contributions to the successful running of service. (EFSM 15)
- Manage departmental management teams including leading and mentoring colleagues, providing specialist advice, communicating organisational updates and embedding service excellence. (EFSM 9, 10,13,14,15)
- Champion a positive organisational culture and actively promote and embed equality, diversity and inclusion within teams and services including challenging inappropriate behaviour. Model the Service's values and behaviours, promoting a culture which embraces collaboration, inclusivity, high performance, innovation and wellbeing. (EFSM 10, 14, 15,16)
- Lead on recruitment and development initiatives to support succession planning and build capability within the service. (EFSM 13)
- Deputise for Heads of Service when required. (EFSM 10)

### Service Delivery & Partnership Working

- Develop and deliver work to discharge the Authorities' statutory responsibilities across a range of areas considering emerging risks, the political context and resourcing implications. (EFSM 10)
- Undertake the quality assurance of work within your area of responsibility. (EFSM 17, 18, 19)
- Identify and raise directorate and corporate risks relevant are identified, raised, logged and informed to ensure risks are addressed within the GMFRS Risk Register including proposing suitable mitigating actions. (EFSM 17)
- Develop and maintain strong relationships with key partners and stakeholders including local authorities and other emergency services in order to build joint work and promote the Services objectives and interests. (EFSM 10)

- Monitor the review and improvement of GMFRS strategies, policies and procedures, guidance and training relating within the functional area of responsibility and ensure consistent application. (EFSM 9, 10)
- Actively working with colleagues to promote GMFRS services with partners and in communities. (EFSM 9, 10)
- Develop, support and contribute to communication channels with local, regional and national partners and stakeholders to ensure the identification and sharing of good practice to support continuous improvement. (EFSM 6, 10)

### Performance Management, Reporting & Continuous Improvement

- Providing direct support to the Heads of Service to support the performance management framework and maintain oversight of overall performance to ensure delivery of specific strategy objectives. (EFSM 14, 15)
- Take responsibility and be accountable for performance management, quality assurance and reporting of work within your areas of responsibility utilising performance data to identify improvements and support your managers to deliver performance improvements. (EFSM 14)
- Actively review performance within area of responsibility, identifying and removing barriers to effective performance and producing performance reports for internal and external partners. (EFSM 14)
- Actively monitor spend against budgets, including financial reporting. (EFSM 11)
- Manage a range of projects to support the delivery of the Fire Plan in line with the GMFRS Project Management Framework. (EFSM 23, 24)
- Ensure evaluation of service quality and specific initiatives to identify and implement improvements. (EFSM 17, 18, 19).
- Identify and share learning from to build expertise, capability and competence across teams, the service and partners and support other managers to embed understanding of emerging themes and risks. (EFSM 15)
- Develop and support continuous improvement initiatives, leading on projects in pursuit of excellence and efficient service delivery. (EFSM 18, 24).

### General management responsibilities

- Provide reports and papers for the Heads of Service for the Deputy Mayor, GMFRS Executive Board, GMFRS Improvement Board and GMFRS Service Leadership Team, Scrutiny Committees, and other groups as required. (EFSM 10)
- Manage multiple workstreams of activity using project management principles to ensure effective delivery of new ways of working. (EFSM 10, 14)

- Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes and lead on improvements within functional area of responsibility. (EFSM 17)
- Proactively support organisational initiatives to continually improve the function including supporting attraction, recruitment, training and retention work where required. (EFSM 13).
- Carry out activities in accordance with organisational policies including investigations and hearings under the Capability, Grievance and Disciplinary policies where required and investigate and respond to external complaints. (EFSM 10)
- Be responsible for overseeing and responding to Freedom of Information Act requests in relation to functional area of responsibility. (EFSM 22)
- Work closely with partners in North West and beyond, including other blue light services and FRSS to share learning, develop and collaborate to support continuous improvement. (EFSM 10)
- Prepare reports and presentations to partner organisations, Elected Members and associated committees. (EFSM 10)
- Contract management and procurement of training provisions, systems and other relevant services related to the role holder's specific area of work. (EFSM 11, 22)
- Continue to develop and maintain core competence, skills and knowledge via continuous professional development. (EFSM 16)
- Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively. (EFSM 9)

### Operational Responsibilities

- Lead, monitor and support people to resolve operational incidents this includes the provision of specialist advice at a tactical level and for those conditioned to the Flexible Duty System undertaking Incident Command roles. (EFSM 2)
- Undertake relevant training courses and act as a tactical subject matter specialist as required by organisational needs. (EFSM 2, 3)

### Working arrangements

- Take effective steps to maintain your personal health, wellbeing and fitness for work and, if necessary seek support or assistance to do so. (EFSM 16)
- Ability to travel across the Service area when required, within a reasonable time to meet the role demands. (EFSM 16)
- There is a requirement to provide support outside of normal business hours and this includes occasional evening and weekend working in addition to providing support through either the Flexi-Duty System or flexible working arrangements. (EFSM 2, 16)

- Group Managers conditioned to the Flexible Duty System are required to provide a base within Greater Manchester or within response times as stated in the relevant policy. (EFSM 16)
- Occasional requirement to attend residential training courses and conferences (including outside of core hours). (EFSM 16)
- To undertake any other duties commensurate with the level of responsibility as may be required by the Chief Fire Officer from time to time. (EFSM 10)

### Health and Safety

- Maintain an up to date understanding of health and safety related matter including attendance at relevant training courses.
- Oversee and ensure all activities, equipment, and premises comply with health and safety regulations and standards to ensure compliance. (EFSM 10, 14, 16)
- Ensure regular risk assessments are reviewed, with implemented measures to mitigate identified risks, ensuring a safe working environment. (EFSM 10, 14, 16)
- Ensure health and safety is integral to the planning and delivery of station delivered on and off site training. (EFSM 10, 14, 16)
- Comply with all requirements in the Health & Safety Policy, procedures and guidance documents. (EFSM 10, 14, 16)
- Actively manage and implement the requirements outlined in the Station standards Framework in relation to health and safety. (EFSM 10, 14, 16)
- Promote Wellbeing: Foster a culture of health, safety, and wellbeing, encouraging proactive measures and continuous improvement in safety practices. (EFSM 10, 14, 16)

**NB:** This list of duties and responsibilities is by no means exhaustive and this is an evolving area of work. The post holder may be required to undertake other relevant and appropriate duties as required.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Leadership Behaviours**

- Group Managers are required to demonstrate and act in accordance with the Leadership Behaviours set out in the NFCC Leadership Framework at 'Leading the Function' in relation to:
- Personal Impact
- Outstanding Leadership

- Organisational Effectiveness
- Service Delivery

### **Knowledge & Experience**

- Detailed knowledge of the legislative framework for Fire and Rescue Services
- Knowledge of fire and rescue authority decision-making processes and governance
- Demonstrable experience of team leadership and management to deliver excellent services and continuous improvement
- Demonstrable experience of relationship building in a dynamic and challenging environment to deliver tangible outcomes
- Experience in engaging with key stakeholders, gaining credibility and establishing effective working relationships both internally and externally.
- An understanding and commitment to the NFCC Code of Ethics, application of this to service value and the ability to inspire others to achieve this
- Experience and knowledge of change management principles, methodologies and tools
- Track record of developing, implementing- & identifying continuous improvement in a regulatory environment to improve outcomes for service users
- Track record of establishing and maintaining effective relationships across a wide range of stakeholders.
- Detailed knowledge of relevant regulatory policy and concepts and the way in which they can be utilised by FRS
- Clear and demonstrable understanding of business principles, economic drivers and commercial issues which impact on the service expectations and demands

### **Education and Training**

#### ***Essential Qualifications***

- L5 Management or leadership qualification
- Health and Safety qualifications relevant to role
- ICL3 Incident Command qualification (may be obtained in role)

#### ***Desirable (at application stage)***

- Membership of a relevant professional body
- Fire Safety Qualifications
- IFE Qualifications
- Other functional officer role Qualifications
- Coaching qualifications

### **Skills & Behaviours**

- “Leading the Function” level of Leadership against the [NFCC Leadership Framework](#)
- Excellent management and leadership skills including proven ability to support colleagues and team members to get the most out of their roles, careers and colleagues
- Excellent relationship management and consultation skills with demonstrable ability to develop effective strategic relationships with key stakeholders and colleagues
- Ability to influence, negotiate and coach at all levels
- Excellent communication skills and ability to translate complex messaging for differing audiences
- Evidence of generating ideas and pursuing them to result in successful initiatives.

- Strong analytical, evaluation and problem solving skills
- Ability to work flexibly and creatively as part of an effective team
- Commitment to high standards of customer care and public service

### **Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection** - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security** - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality** - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety** - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

**Service Policies** - All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities** - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background