



Job Description

Role Title	Fire Control Content Manager
Department	Service Delivery (Continuous Improvement)
Responsible to	Head of Operational Response and Fire Control Hub
Job Level	4

Summary Purpose

This role will mainly be responsible for supporting the delivery of the Fire Control Guidance project and support the relationship with policy owners from all UK fire and rescue services to ensure the products of the project continue to meet the needs of those service. The postholder will also play a role in the day-to-day support of the Operational Response and Fire Control Hub of the Continuous Improvement Directorate through, providing technical expertise, advice and support.

They will support the relationship with policy owners from all UK fire and rescue services to ensure the products continue to meet the needs of those services.

The post-holder will undertake duties to support NFCC committees, working groups and user groups reporting to NFCC Operations Preparedness Response and Resilience Committee.

The post-holder will work with other NFCC teams to ensure consistency of approach and robust governance is followed, ensuring National Organisational Guidance and learning alongside other NFCC publications are practical, well presented and easy to use.

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The post holder will also play a role in the day-to-day support of the Operational Response and Fire Control Hub of the Continuous Improvement Directorate, providing advice and subject matter expertise.

The post-holder will undertake duties to support NFCC committees, working groups and user groups reporting to NFCC Operations Preparedness Response and Resilience Committee. They will work with other NFCC teams, developing and maintaining products that practical, well presented and easy to use, while ensuring consistency of approach and that the robust governance procedures of the organisation are followed.



Key responsibilities / level of accountability for delivery

- Researching and drafting National Operational Guidance for Fire Control, including identifying extant (legacy) guidance that can be fully or partially withdrawn from service.
- Plan and organise personal workload, working with minimal supervision, to ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines.
- Identify and agree personal development needs, seeking opportunities and discussing them with the line manager. Monitor own performance against agreed indicators and objectives.
- Maintain currency of organisational policies, operational policies, and operational procedures; monitor and maintain skills, knowledge and technical competence.
- Maintain an awareness of advances in mobilising and communications technology, and the impacts on fire control and NFCC guidance products.
- Proactively engage with other NFCC teams and UK FRS to ensure NFCC products consider Fire control requirements and impacts.
- Identify relevant areas of content for improvement, developing new content and maintaining currency of published content through thematic and periodic reviews.
- Make appropriate changes to guidance following the agreed governance process.
- Identify performance indicators to measure the results of recommendations, and establish baseline measurements and targets, to assess the outcome of proposed activities.
- Where appropriate, deputise for Head of Operational Response and Control Hub.

Key outputs including typical timeframes

- Prepare and deliver written and oral briefs, presentations and reports.
- Respond to questions and correspondence from external organisations.
- Support the development of consultation responses on a range of fire control issues and initiatives for a variety of audiences, including NFCC Senior Management, Government partners, Fire & Rescue Services, Representative Bodies and others
- Prepare and deliver products accurately and in a timely manner.
- Ensure relevant Home Office Deliverables are achieved.
- Provide advice and support on the technical aspects of fire control legislation both internally and to external organisations and members of the public.
- Support the development of a strategy to improve safety using National Operational Guidance and National Operational Learning.
- Respond to National Operational Learning User Group recommendations.



Key Relationships

- Attend and support NFCC committees, working groups and user groups reporting to the NFCC Operational Preparedness, Response and Resilience Committee.
- Identify Subject Matter Experts and develop effective and efficient working relationships across UK FRS.
- Manage relationships with Fire Control leads in FRS and multi-agency partners.
- Support the role of secretariat for the NFCC Operational Guidance Forum (OGF) and the training managers forum.
- Ensure successful outcomes through working with stakeholders and ensuring effective communication. This includes colleagues within and outside the Service Delivery Department; acting as a liaison with external bodies including government departments and being able to clearly communicate complex information.

Education, Qualifications, Experience

- Recent (within last 2 years) experience of working in the UK fire and rescue service fire control environment.
- Desirable though not essential, experience of working across the FRS in areas such as prevention, protection, operational response or community risk environments.
- Experience of using data to identify safety improvements.
- Excellent communication skills, including experience of writing policy documents
- A good understanding of current fire control, and fire and rescue practices including fire control command and the incident command system.
- A good understanding of National Operational Guidance and other relevant operational information.

Behaviours and Values

- Be a champion of inclusion, equality and diversity, committed to creating safe working environments where individuals flourish, develop and thrive.
- Drive to make a real difference across our communities.
- Treat people with respect and trust and empower staff to do a great job.
- Take ownership and responsibility of actions and learn from mistakes.
- Act with integrity at all times.
- Use your significant expertise to shape safety for our communities and support our members.