



## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Business Manager</b>
<b>Department:</b>	<b>Service Improvement</b>
<b>Location:</b>	<b>Cheshire Fire &amp; Rescue Service Training Centre</b>
<b>Post Number:</b>	<b>K007</b>
<b>Grade/Role:</b>	<b>S02</b>
<b>Responsible to:</b>	<b>Group Manager Organisational Performance and Planning</b>

## **JOB PURPOSE**

To provide a broad range of functions and support to managers in both the organisational performance and corporate programme teams to maximise organisational outcomes for CFRS.

## **PRINCIPAL RESPONSIBILITIES**

1. Lead the process for collation and validation of data and management information for inclusion in the Service's performance management cycle, including production of high-quality written reports and information for presentation at Fire Authority meetings.
2. Support the Service Delivery department in the performance monitoring of various outputs including community action plans and station-based performance audits, analysing this information to provide detailed written summaries to SLT and Service Delivery Managers.
3. Co-ordinate the Service's response to data requests issued by the Home Office and HMICFRS, scrutinising and cross-referencing data from various sources and stakeholders to assure its accuracy.
4. Assist the Group Manager Organisational Performance in working with stakeholders across the service to develop action plans in response to inspection outcomes and provide corporate level monitoring of progress against these plans.
5. Undertake audit and assessment of organisational performance against HMICFRS judgment criteria, acting as a subject matter expert in the HMICFRS assessment methodology and 'characteristics of good'.
6. Conduct detailed analysis and benchmarking of HMICFRS national publications including 'State of Fire', thematic reports and other FRS inspection reports to identify areas of focus and improvement for the Service and work with stakeholders where appropriate to develop action plans and implement recommendations. Provide detailed written reports in relation to these when requested by SLT.
7. To engage with and influence stakeholders from across service, helping shape strategic direction in the wider Service Improvement agenda.
8. Act as a key point of contact during HMICFRS inspections, gathering and quality assuring information and data requested by inspectors to contribute to accurate outcomes for CFRS.
9. Provide central co-ordination for the implementation of Fire Standards across the Service. Provide support to managers across the organisation in the use of the implementation and

gap analysis tools and provide corporate level monitoring of progress in implementation and compliance.

10. Lead the process for the collation and evaluation of information required to provide a corporate level overview of progress within all major projects and programmes, including production of high-quality written reports for presentation at Fire Authority meetings.
11. Provide support to project managers and other stakeholders to ensure delivery of programmes and projects in line with the Service's project management methodology.
12. Develop, audit and maintain project management systems (e.g., Cheshire Planning System and MS Project) including the provision of basic training in configuration management and system use to key stakeholders.
13. Co-ordinate and attend meetings on behalf of the Service Improvement department, providing written summaries, minutes and action trackers where appropriate.
14. To act as a representative for the Service at internal and external meetings/conferences/workshops to ensure continuous development of organisational performance, Fire Standards and HMICFRS programmes.
15. Line manages the Service Improvement administrator, providing coaching and support where necessary to maximise performance.

### **Core Responsibilities for Cheshire Fire Service Personnel**

#### **Personal Performance**

To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

#### **Personal Accountability**

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

#### **Core Values and Behaviours**

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

#### **Equality, Diversity and Inclusion**

To promote, adhere to and implement the Service's Equality, Diversity and Inclusion Strategy/Policy and to work consistently to embed equality and diversity within the Service.

#### **Safeguarding**

To promote, adhere to and implement the Service's Safeguarding Strategy/Policy and to work consistently to embed Safeguarding within the Service. Including fulfilling your responsibility to report and record any safeguarding concerns you become aware of.

#### **Health and Safety**

To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.

To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

#### **Environment**

To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

**N.B.**

**Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.**

Document Control	Date of Creation:	
Version	Date	Amended by (Initials)
 Cheshire Fire & Rescue Service		

## PERSON SPECIFICATION

Job Title: Business Support Manager – Organisational Performance Programme

PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
<u>Qualifications/Experience</u> Minimum A Level standard NVQ Level 4 BTEC Higher National Certificate or equivalent. (Minimum level 3 qualification)  Experience of working with internal audit or inspections  UK driving licence or equivalent	* * *	* *
<u>Knowledge &amp; Skills</u> Excellent communicator with ability to communicate verbally and in writing with a wide range of people  Strong presentation skills  Ability to motivate, persuade and influence others  Detailed knowledge of IT systems, e.g. Microsoft suite  Knowledge of Inspectorate programmes and frameworks	* * * *	* *
<u>Personal Competencies</u>  Experience of report writing  Experience of project management methods with the ability to plan and deliver to detailed timetables and specific deadlines  Ability to respond and act upon customer requirements and requests  Experience of undertaking research projects  Good time management with the ability to manage conflicting priorities effectively  Work under own initiative and be proactive in their approach  An ability to contribute innovative solutions to departmental objectives  A willingness to travel, locally & nationally, including working outside of normal working hours and overnight stays as and when required.	* * * * *	* * * *