

## Person Specification

<b>Post Title:</b>	Crew Manager		
<b>Directorate:</b>	Service Delivery		
<b>Location:</b>	The post-holder may, as part of individual and organisational development/needs, be moved to a role/location within Leicestershire Fire & Rescue Service, if required.		
<b>Grade:</b>	Crew Manager	<b>Date:</b>	April 2026

<b>Leadership Level – Leading Others</b>	
Personal Impact	<ul style="list-style-type: none"> <li>Value, respect and promote equality and diversity.</li> <li>Being a positive presence on others, having personal integrity and an ability to self-manage.</li> <li>Uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.</li> </ul>
Outstanding Leadership	<ul style="list-style-type: none"> <li>Building high-performing teams and developing people to their full potential.</li> <li>Communicating with integrity, being open and honest to foster trust and building collaborative working partnership.</li> <li>An ambassador and role model for the fire and rescue service.</li> <li>Uses leadership to create high performance teams</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>Delivery of high quality services now and into the future.</li> <li>Employing intelligent problem solving with an outcome focussed approach, continuous improvement and value for money to our customers.</li> <li>Uses leadership to produce outcome-focussed results which meet customer needs.</li> </ul>
Organisational Effectiveness	<ul style="list-style-type: none"> <li>Ensuring everything they do is linked to organisational plans and values.</li> <li>Driving the mission and ensuring decisions and actions are beneficial to the customer.</li> <li>Uses leadership to continuously improve, innovate and change.</li> </ul>
<b>Role Specific – Crew Manager Role Map</b>	
Inform and educate your community to improve awareness of safety matters (FF1)	<ul style="list-style-type: none"> <li>Promoting safety matter to inform your community.</li> <li>Facilitating learning through demonstration and instruction</li> </ul>
Contributing to fire safety solutions to minimise risks in the community (FF8)	<ul style="list-style-type: none"> <li>Inspecting premises to minimise risks to people, property and the environment.</li> <li>Reporting on issues arising from inspections</li> </ul>
Lead the work of teams and individuals to achieve their objectives (WM1)	<ul style="list-style-type: none"> <li>Planning the work of teams and individuals.</li> <li>Assessing the work of teams and individuals.</li> <li>Providing feedback to teams and individuals on their work</li> </ul>
Maintaining activities to meet requirements (WM2)	<ul style="list-style-type: none"> <li>Maintaining work activities to meet requirements.</li> <li>Maintaining healthy, safe and productive working conditions.</li> <li>Making recommendations for improvements to work activities.</li> </ul>
Taking responsibility for effective performance (WM4)	<ul style="list-style-type: none"> <li>Taking responsibility for personal performance.</li> <li>Establishing and maintaining effective working relationships with people.</li> <li>Developing your skills to improve performance.</li> </ul>
Supporting the development	<ul style="list-style-type: none"> <li>Contributing to the development of development needs.</li> </ul>

of teams and individuals (WM5)	<ul style="list-style-type: none"> <li>• Contributing to planning the development of teams and individuals.</li> <li>• Contributing to development activities.</li> <li>• Contributing to the assessment of people against development objectives.</li> </ul>
Investigating and reporting on events to inform future practice (WM6)	<ul style="list-style-type: none"> <li>• Gathering information to support the investigation of an event.</li> <li>• Reporting the findings and conclusions of an investigation.</li> </ul>
Leading and supporting people to resolve operational incidents (WM7)	<ul style="list-style-type: none"> <li>• Planning action to meet the needs of the incident.</li> <li>• Implementing action to meet planned objectives.</li> <li>• Closing down the operational phase of incidents</li> </ul>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Level 1 Incident Command qualification (Essential for talent pool process)</li> <li>• IFE Level 3 Certificate – minimum of Fire Operations paper (Essential for talent pool process)</li> <li>• Successful completion of the Supervisory Leadership Development Programme (SLDP) or an accredited Level 3 Leadership &amp; Management qualification (Essential for talent pool process) such as: <ul style="list-style-type: none"> <li>○ Level 3 Certificate in Leadership and Management (ILM/CMI)</li> <li>○ Level 3 NVQ in Leadership and Management</li> <li>○ Level 3 Leadership and Management Apprenticeship (Team Leader)</li> </ul> </li> </ul>
Other	<ul style="list-style-type: none"> <li>• The ability to converse at ease with members of the public and provide advice in accurate spoken English.</li> <li>• Possess a valid UK, EU or EEA driving license</li> <li>• Must be willing to undertake a relevant criminal record check.</li> </ul>