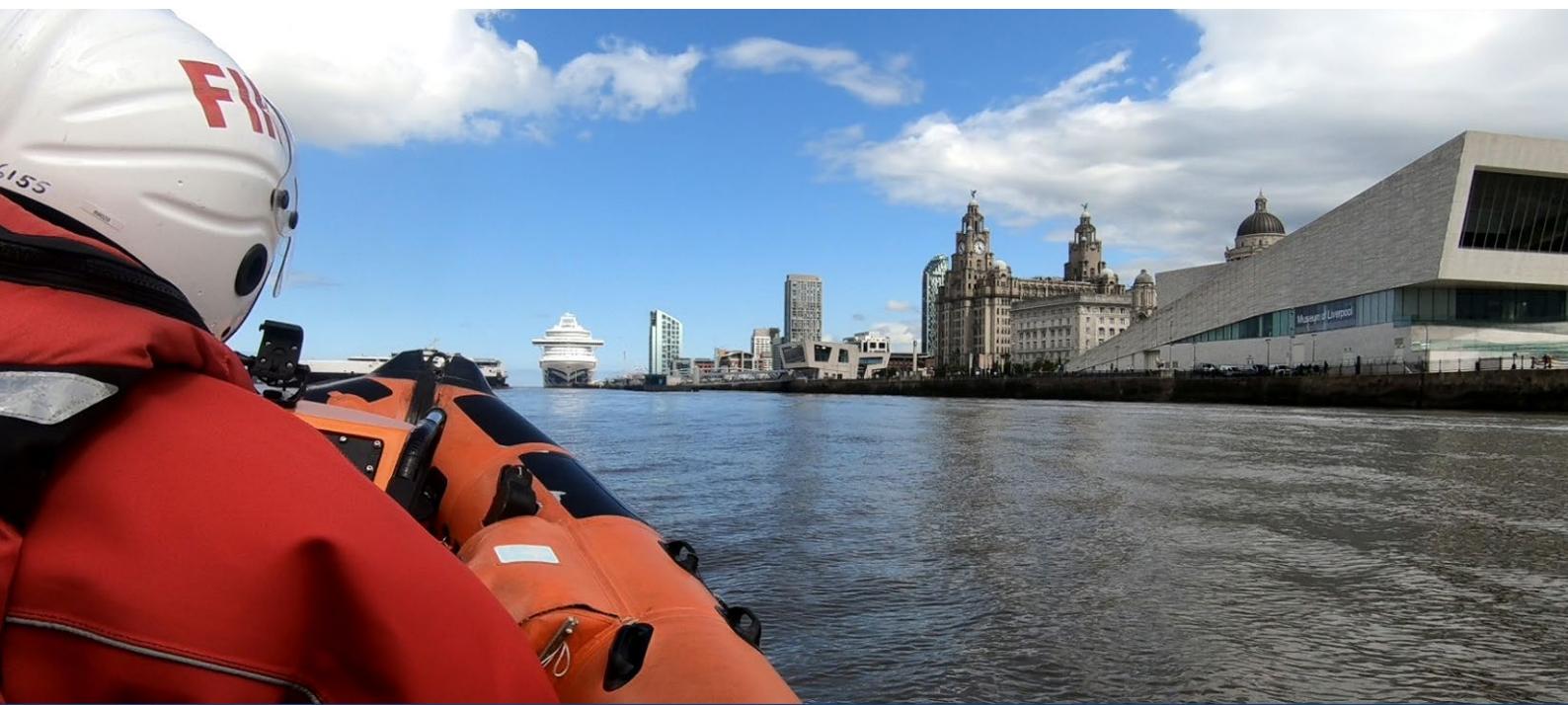




**WE ARE MERSEYSIDE
FIRE & RESCUE SERVICE**

**CANDIDATE PACK
SUPERVISORY MANAGER
STATIONS
APPOINTMENTS PROCESS 2026**



WELCOME TO MERSEYSIDE FIRE & RESCUE SERVICE



NICK SEARLE
CHIEF FIRE OFFICER

Welcome to Merseyside Fire & Rescue Service and thank you for your interest in our Service.

This is an exciting time to join us. We are looking for innovative, forward-thinking leaders, who are courageous, compassionate, serve with integrity and will make a meaningful impact to achieve our aim to be the best Fire & Rescue Service in the UK.

If you are successful through the process, you will be taking on a pivotal leadership role within a Fire & Rescue Service, which prides itself in being set in the heart of its diverse communities.

Merseyside Fire & Rescue Service is an excellent place to work, but don't just take our word for it; we would encourage you to spend some time with us to learn a little more about us, what's important to us and how we do things.

This candidate pack should provide you with a good foundation, with lots of information and links to pertinent documents to help you get to know us much better.

We set high standards at Merseyside, and we're not embarrassed to say so, our selection process will be challenging for all the right reasons and will reward the best candidate with a career with excellent opportunities and an ability to make a real difference.

We are Merseyside Fire and Rescue Service - be part of our future.

CANDIDATE PACK CONTENTS

- 1. Our Leadership Message**
- 2. Advertisement**
- 3. Selection Process**
- 4. We are Merseyside**
- 5. Benefits**
- 6. Terms & Conditions**
- 7. Job Profile**
- 8. Person Specification**
- 9. Informing our Leadership Message**
- 10. Our Leadership Behaviours**
- 11. Core Code of Ethics**
- 12. Pay us a Visit**



OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening.

Saving lives and keeping our Firefighters safe matters to us.

We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community - it's where we are from, it's where we have brought up our families. We reflect our area - looking after each other and showing kindness.

Our teams continue to shape our story putting our community at the heart of everything we do.

We have a long and proud history of being bold - a mindset of let's try it- let's do it.

For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play - **our place, our culture and our people** are what make us great.



WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

OUR VISION

To be the best Fire & Rescue Service in the UK.

One team, putting its communities first.

OUR PURPOSE

Here to serve. Here to protect. Here to keep you safe.

OUR AIMS

Protect

We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.

Prevent

We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.

Prepare

We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.

Respond

We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.

OUR SERVICE

We are bold

Embracing new ideas to build on the confidence and trust the community place in us.

We are professional

Always giving our best to be the best we can be.

We are safe

Protecting lives and keeping our firefighters safe.

We are built to help

Looking after people and looking after each other.

We are positive

Recognising how far we have come and being positive about the future.

We are relentless

Overcoming barriers to help people feel safe.

OUR VALUES

We serve with Courage

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with Integrity

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with Compassion

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

"We have a long and proud history. Be part of our future."

SALARY:	WATCH MANAGER B	£48,202	(£44,038 when in development)
	WATCH MANAGER A	£45,260	(£44,038 when in development)
	CREW MANAGER	£43,104	(£41,322 when in development)

Some station based duty systems also attract additional pensionable allowances. These are detailed within this pack.

THE ROLE

Merseyside Fire and Rescue Service is a bold forward-thinking Authority looking for highly motivated, dedicated and talented individuals to make a difference. With a number of exciting supervisory management opportunities available, if you feel like you have what we're looking for – we'd love to hear from you.

The Service recognises how crucial our Supervisory Managers are in delivering on our Purpose - To serve, protect and keep our communities safe.

Our staff act with Courage, Integrity and Compassion; and as a Supervisory Manager you will -

- Be an effective leader with the ability to inspire and support others to maintain performance.
- Have a demonstrable ability to support change in a complex and evolving environment.
- Have excellent communication skills and an ability to engage constructively with internal and external stakeholders.
- Model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, and you will strive to make a real difference to the communities we serve.
- Be required to manage and lead operational incidents as Incident Commander, or in other incident command support roles in accordance with the requirements of WM7 and local standard operating procedures.

OUR LEADERSHIP BEHAVIOURS

Our managers are inclusive, adopting a coaching style where appropriate. Our Leadership Behaviours for Supervisory Managers outline how we act and the difference we make to the people around us.

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.

ELIGIBILITY

Applicants for **Watch Manager** positions must have experience operating in a Supervisory Manager role in the last 12 months. Eligibility for **Crew Manager** roles is open to Competent Firefighters and above.

Candidates who are not currently employed by a Local Authority Fire & Rescue Service within the UK will not be eligible to apply.

Candidates who have a live/unspent disciplinary sanction or who are currently working under any capability (performance) related improvement note/plan will not be eligible to apply.

THE SELECTION PROCESS

Interested individuals should complete the online application form and submit this prior to the closing date of **Midnight, Sunday 8th February 2026**.

Please note applications will be scored against our Leadership Behaviours for LEADING OTHERS.

It is important to note the key dates and stages of this selection process.

APPLICATIONS CLOSE	8th February
COMMAND ASSESSMENT	23rd – 27th February
INTERVIEW & PRESENTATION	2nd – 13th March

*** Please note, the Service is unable to offer flexibility or alternative dates outside of those listed above. ***

APPLICATION STAGE

There are two parts to the online application process. First of all, you will need to complete an application form available on our careers page. This application form will ask for your personal information, work history, references, and any training or qualifications which are relevant to the role.

Once you have submitted this application, you will receive a link via email to complete the second part of the application form. For this part, you will be asked to provide examples to demonstrate how you display the Leadership Behaviours relevant to the role (**LEADING OTHERS**). It's important you give us examples which show us what **YOU** have done.

Our Leadership Behaviours are included in the candidate pack and can also be found [HERE](#). Your answers will be assessed by a member of the Recruitment team. Shortlisted applications will progress through to the next stage, which is Command Assessment.

You should set aside sufficient time to complete the 2nd part of the online application. You will not be able to save your answers and come back to them in this part of the application. You may therefore wish to view the questions, then prepare your answers in a separate word document and then copy and paste into the application form before submitting.

Please be mindful of the word limit (300 words per answer.) Scores awarded will be reduced for answers which are significantly over the word limit.

To ensure fairness, Managers shortlisting the application forms do so without access to your personal information.



STATION BASED ROLES

Merseyside Fire & Rescue Service operate a variety of duty systems, these provide lots of options for staff to enjoy a work pattern that meets their lifestyle preferences. The available positions are provided below.

Candidates are required to state which Role (CM / WM / BOTH) they are interested in at application stage. Applicants will be prompted for this information in the second part of the online application.

HYBRID DUTY

Salary: WMB (£48,202 + £4,820 Retained)
CM (£43,104 + £4,310 Retained)

The Hybrid model duty system combines elements of the wholetime 224 duty system and DCWTR system. The staffing model provides for 3 appliances to be available 24/7 through a combination of wholetime and retained coverage. Staffing at a Hybrid station allows staff locally to shape the approach to be undertaken to ensure appliance availability is met, through either self-managed/self-sufficient, fixed patterns and/or a combination of both.

DAY CREWED

Salary: WMA (£45,260 + £4,526 Retained)
CM (£43,104 + £4,310 Retained)

Individuals undertaking this role are responsible for managing a watch on a station under the day crewing whole-time retained shift (DCWTR) system. The normal hours of work on the DCWTR duty system will be 48-hour day crewing (4x 12-hour days) with 48 hours retained over 8 days (to run concurrently).

The retained cover allows for resilience and is based on a 30-minute response into station to ensure operational availability is maintained. Staffing at a DCWTR station allows staff locally to shape the approach to be undertaken to ensure appliance availability is met, through either self-managed/self-sufficient, fixed patterns and/or a combination of both.

THE ABOVE DUTY SYSTEMS REQUIRE CANDIDATES TO RESIDE IN MERSEYSIDE

WHOLETIME 224

Salary: WM (£45,260)
CM (£43,104)

Individuals undertaking this role are responsible for managing a watch on a station under the whole-time (2-2-4) shift system, two 12 hour day shifts followed by two 12 hour night shifts followed by four rota days.

LOW LEVEL ACTIVITY & RISK

Salary: WMA (£45,260 + £4,526 Retained + LLAR Payment)
CM (£43,104 + £4,310 Retained + LLAR Payment)

Managers on this system hold a primary and retained contract. This provides for working a 12-hour day shift (currently 10am-10pm) on station, immediately followed by a 12 hour retained night period either from accommodation on or near their station, or from their home address if within a 1.9 minute distance of the station (travel time identified by the Service).

On average staff work 4 shifts in an 8-day period (averaging 42 hours per week under each contract) as part of a team based self-rostering system.

WE ARE MERSEYSIDE, PART OF OUR COMMUNITY

Living in Merseyside will reward the successful post holder in lots of different ways. It's difficult to put into words what it can offer, at the heart of it though, is an opportunity to be part of our Community, our Place, our Culture and our People. That's what makes us and Merseyside great.

OUR PLACE

Merseyside is an area steeped in maritime history; it is an area of rich heritage with worldwide links to culture, arts, music and sport.

Merseyside is a county in the north west of England, on both sides of the mouth of the river Mersey and includes the metropolitan districts of Knowsley, Liverpool, Sefton, St Helens and Wirral.

OUR CULTURE

The city of Liverpool is an important centre for culture throughout the world, it boasts world leading attractions in the arts, music, theatre, entertainment and sport.

Liverpool has one of the most impressive collections of museums in Europe, boasting more galleries and national museums than any city in the UK outside London.

Merseyside moves to its own rhythm; Liverpool is a city that's very heart beats with the sound of music. A UNESCO City of Music, famous for its Mersey Beat and for those four lads that changed the music world forever - but that's not all.

We have a plethora of theatres on offer throughout the region, many situated in our bustling city centre such as the Philharmonic, The Empire and the Playhouse. You'll also find them within towns throughout our region like the Floral Pavilion in New Brighton and the Shakespeare North Playhouse in Prescot.

Liverpool City Region boasts three historic football clubs. Everton and Liverpool are separated by just one mile and are two of the Premiership's finest. Wirral's Tranmere Rovers play at Prenton Park in Birkenhead.

The region is also home to England's Golf Coast, the finest stretch of championship golf in the world, with no fewer than three Royal Links courses which have hosted endless Open Championships and Ryder Cups.

Horse-racing is huge in the city; Aintree and Haydock racecourses offer top-quality racing including the world-famous Grand National Festival at Aintree each spring.



There's more ...

Merseyside is also home to a number of top rugby teams, including St Helens (Saints) - the most successful Rugby League club of the Super League era.

Being a maritime hub we're also the perfect place to try your hand at Watersports, with a number of centres across the city region including Liverpool Watersports Centre and Wirral Sailing Centre based at West Kirby Marine Lake, with courses available for all ages and levels of experience.

Don't just take our word for it, come for a visit, with excellent transport links you'll be here in no time and once you're here you won't want to leave.

OUR PEOPLE

Our people have a mindset of lets try it – lets do it. We are bold and always give our best to be the best we can be. Our people are diverse, each bringing something different to their roles but working together to achieve outstanding impact.

Merseyside is world renowned for its welcoming and friendly atmosphere, Merseyside Fire & Rescue Service is no different – we are built to help, we look after our Communities and we look after each other.



OUR COMMUNITY

Merseyside spans 249 square miles of land and whilst it contains some of the most deprived areas in England, where the Service can make a real difference; it is also home to some of the most desirable and sought after locations which attracts more and more people into the region each year.

OUR FAMILY

We know just how important family is to our staff and Merseyside offers a fantastic setting for people relocating to the area. With its mix of rural areas, small towns and the bustling city centre of Liverpool, Merseyside really does have it all.



Eating Out: Food and Drink in Liverpool is fantastically varied, from sleek fine dining to indie bistros and pop-up foodie heavens to high-street favourites. Merseyside has no shortage of award winning restaurants, with a variety AA Rosette and Michelin starred venues to get your taste buds tingling.

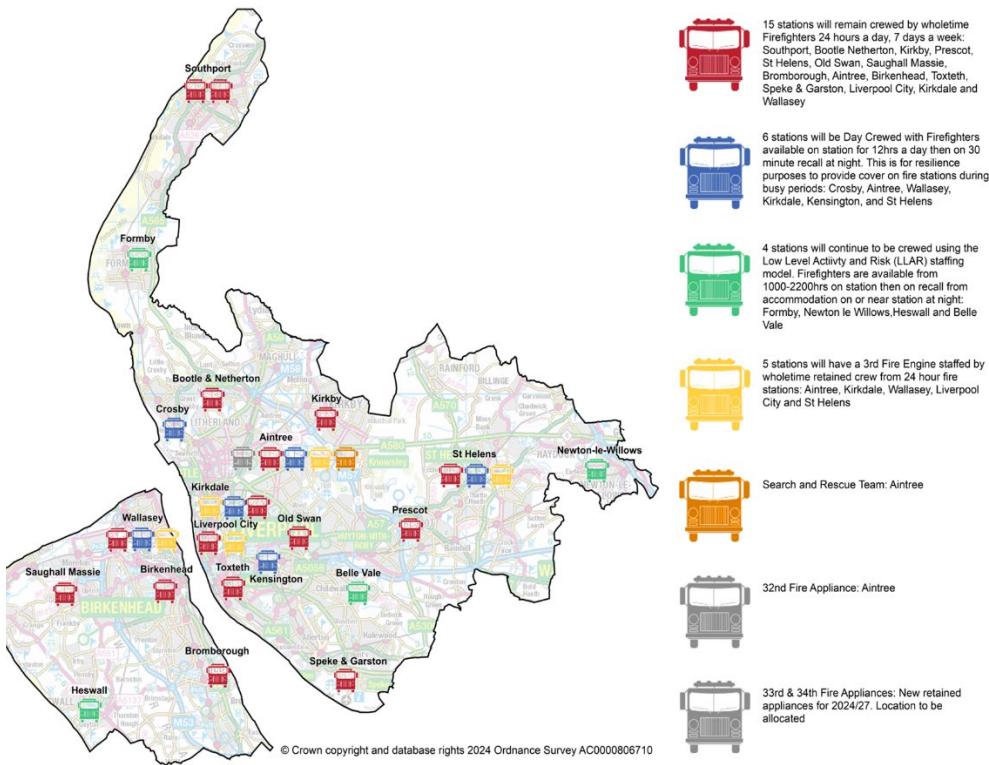


Green Spaces: In Liverpool City Region we are blessed with an abundance of outdoor spaces. We have 200 acres of parkland under 15 minutes from the city centre at Sefton Park. We've pretty beaches on both sides of the water. Trips to Crosby Beach to visit Antony Gormley's Iron Men, National Trust's Formby Beach, Thurstaston Beach and Hilbre Islands all need to be on your must visit list.



Education: Merseyside is home to some of the highest performing Secondary Schools in the UK. There's no shortage of Higher Education options either, with world leading establishments such as University of Liverpool, Hope University and Liverpool John Moores University not to mention institutes such as Liverpool Institute for Performing Arts (LIPA).

MERSEYSIDE ON THE MAP



Sefton

Population: 281,027
Land Area: 216 sq km
Homes: 130,804
Roads: 614.4 miles
Ranked 89 out of 317 local authority areas in the IMD 2019.

WIRRAL

Wirral

Population: 322,453
Land Area: 220 sq km
Homes: 151,547
Roads: 756.6 miles
Ranked 77 out of 317 local authority areas in the IMD 2019.

Knowsley

Population: 157,103
Land Area: 86 sq km
Homes: 70,170
Roads: 368.5 miles
Ranked 3 out of 317 local authority areas in the IMD 2019.



Knowsley Council

St Helens

Population: 184,728
Land Area: 136 sq km
Homes: 85,411
Roads: 460 miles
Ranked 40 out of 317 local authority areas in the IMD 2019.



ST HELENS
BOROUGH COUNCIL



Liverpool
City Council

Liverpool

Population: 496,770
Land Area: 162 sq km
Homes: 229,863
Roads: 894.6 miles
Ranked 4 out of 317 local authority areas in the IMD 2019.

OUR OFFER

Living in Merseyside is really rewarding and we're confident that for the successful candidate, relocating will be the move of a lifetime. We're here to support that transition, our team will provide help, guidance, ensure you settle in and find out more about what the region can offer your lifestyle.

In a professional context, Merseyside Fire & Rescue Service offers the successful candidate an opportunity to make a real impact in a bold, busy Metropolitan environment, with a risk profile that will offer excellent development opportunities.



BENEFITS

Merseyside Fire & Rescue Service recognises the hard work and commitment of its staff. In return, we can offer the right candidate a competitive reward package.

- ❖ **We're positive about personal development:** Considerable investment in learning & development, including High Potential Programmes, Coaching, Mentoring and professional development schemes. The Service has invested in a state of the art training facility which opened this year. More information about this is available **HERE:** <https://tinyurl.com/3b36mbcw>
- ❖ **We're positive about making a difference:** Diversity is seen as a strength of the Authority. As an organisation, we seek diversity at all levels and expect a work environment in which all employees can develop and contribute to their full potential. Our established **Staff Networks** play a vital part in that.
- ❖ **We're positive about staff welfare:** Provision of outstanding Health & Wellbeing Services with dedicated mental health and wellbeing resources. More information about our positive practice in mental health can be found **HERE:** <https://tinyurl.com/yvahtrfx>
- ❖ The Service have developed work life balance policies and procedures that support and enable you to balance your paid work, your family life and your ability to attend work.
- ❖ Use of on-site fitness suites.

STAFF NETWORKS



At Merseyside Fire & Rescue Service we believe that Staff Networks are a powerful way in which to engage with staff and a great way to promote, celebrate and raise awareness of equality, diversity, and inclusion throughout the organisation.

We currently have seven staff networks: Armed Forces, Gender Equality, LGBTQ+ (Lesbian, Gay, Bisexual and Trans), Health & Wellbeing, Neurodiversity, REACH (Race Equality Cultural Heritage) and Socio-Economic Networks.

Each network offers a safe place for staff to come together, share experiences and provide mutual support. In addition, networks act as a critical friend to MFRA and have great potential in helping to shape the culture and behaviours of the organisation.

TERMS & CONDITIONS

Terms & Conditions of employment will be in accordance with provisions set out in the National Joint Council for Local Authority Fire & Rescue Services Scheme of Conditions of Service (Grey Book) and supplemented by Merseyside Fire & Rescue Authority's local terms and conditions and associated policies.

- ❖ Salary ranges from £41,322 to £48,202 dependant on role level and competency.
- ❖ Pension provisions in accordance with the Firefighters' Pension Scheme as amended from time to time.
- ❖ Annual, Public Holiday and Long Service leave will be in accordance with NJC conditions of service. Leave entitlement incorporating Scale A, Scale B and Long Service is 36 days each calendar year.
- ❖ Hours of work will be 42 hours per week.
- ❖ If you are posted to a location with a retained commitment, you will also provide 42 hours per week of retained cover.
- ❖ The period of notice to terminate employment by the employee is 30 days. Termination of employment by the employer is 30 days.
- ❖ If successful you will be offered a position at a specific location. Although the place of work may be anywhere within the Merseyside county area.
- ❖ Due to the nature of duty systems at Merseyside Fire & Rescue Service, successful candidates are required to reside in Merseyside on the commencement of their employment.

MERSEYSIDE ADDRESS

If successful and appointed to a retained duty system, this commitment can only be met if you have a permanent residence in Merseyside or very close to the Merseyside boundary, meaning you are able to respond into a designated station within 30 minutes.

Confirmation of your permanent residence will be required prior to the start of the recruit training course.

PENSION CONSIDERATIONS

ANNUAL ALLOWANCE

Please note that it is your personal responsibility to check whether by applying/accepting this position it would result in any Annual Allowance implications. A breach in the Annual Allowance threshold could result in a Tax charge. Further information on Annual Allowance can be obtained from our Pensions team, or our Pension Administrator website (Local Pensions Partnership for Firefighter pension(s) and Merseyside Pension Fund for LGPS).

LIFETIME ALLOWANCE

Please note that it is your personal responsibility to check whether by applying/accepting this position it would result in any Lifetime Allowance implications. A breach in the Lifetime Allowance threshold will result in a Tax charge. Further information on Lifetime Allowance can be obtained from our Pensions team, or our Pension Administrator website (Local Pensions Partnership for Firefighter pension(s) and Merseyside pension Fund for LGPS).

TEMPORARY PROMOTIONS/POSITIONS

Please note that any period of 'temporary', whether that is by way of promotion or allowances associated with a temporary position, will be treated as non-pensionable.

SAFEGUARDING

Merseyside Fire and Rescue Service's recruitment and selection procedures reflect our commitment to safeguarding and promoting the welfare of Adults, Children and Young People and all staff and volunteers are expected to share this commitment.

MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE



MERSEYSIDE
FIRE & RESCUE
SERVICE

JOB TITLE:	Watch Manager
SALARY GRADE:	Watch Manager
SALARY RANGE:	£44,038 (Development) £45,260 (Watch Manager A) £48,202 (Watch Manager B)
JE REFERENCE:	
DIRECTORATE:	Various
TEAM:	Various
LOCATION OF WORK:	Various
HOURS OF WORK:	42 Hours Per Week
DIRECTLY RESPONSIBLE TO:	Station Manager
LEADERSHIP BEHAVIOUR LEVEL:	Leading Others

MAIN JOB PURPOSE

The Watch Manager, as an integral part of the leadership team. They are responsible for the performance of their teams, the development of individuals and the effective management of resources. They are answerable/responsible to the Station Manager.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

- Take responsibility for the leadership of the Watch or functional Department(s) and provide a positive role model to staff and the wider community in order to promote the values and behaviours of MFRS.
- Support Departmental Managers in assessing workplace performance, including where necessary undertaking vocational qualification assessments.
- Manage the Watch/functional Department through effective performance management, and in conjunction with Departmental Managers provide feedback and support to staff with problems affecting their performance. Applying internal procedures where appropriate, to ensure optimal performance in support of the delivery of organisational objectives.
- Continually develop practices and promote a positive attitude towards change.
- Ensure achievement of performance indicator targets, both internal and external to the Service, that pertain to the direct areas of responsibility.
- Function as part of the Station Management Team, and if appropriate the Departmental Management Team, to manage, assess and evaluate work activities, the utilisation of resources and develop proposals for improvement to facilitate Station/Departmental objectives and ensure continuous improvement of Service provision.
- Collate, validate and analyse information from a range of internal and external sources to ensure the provision and communication of accurate and timely information to inform decision making and to support service delivery.

- Support Departmental Managers in identifying the training and development needs of the Watch/Departmental teams through workplace assessment. Formulate and evaluate Personal Development Plans, and provide coaching, support and feedback, and develop individuals in line with their Personal Development Plans and any related procedures and processes, to ensure the required standards of performance are achieved and maintained.
- Support Departmental Managers in developing the needs of individuals within the role area of responsibility, through the Service's appraisal system and any related procedures and processes.
- Monitor, control and maintain sufficient supplies of resources in order to support service delivery.
- Support Departmental Managers in the management of human resource issues and the maintenance of discipline within the area of responsibility relative to the role of Watch Manager.
- Promote safety matters and facilitate learning through demonstration and instruction to educate and inform the community and improve awareness of safety matters.
- Ensure the inspection of premises and report on risks to people, property and the environment to inform the development of safety solutions and minimise risks within the community in line with Service and Station objectives.
- Continuously evaluate risk profiles to determine community risk reduction strategies and events.
- Take an active involvement in local area partnerships, attend any relevant meetings commensurate with the role and contribute to the reduction of risk within the community.
- Identify opportunities for the Station/Department and its staff to become involved in community initiatives that support the duties, aims and objectives of MFRS.
- Conduct investigations into incidents and produce and present reports to inform future practice and service development.
- Plan and implement action in response to operational incidents and events as an Incident Commander or in other incident support roles to ensure their effective resolution.
- Provide feedback following operational incidents to ensure that risk-critical issues are addressed and successful actions are recognised and supported.
- Attend and resolve fire related incidents, by controlling and extinguishing fires and road traffic collisions in order to ensure that such incidents are dealt with effectively and safely therefore limiting the impact on people, property and the environment.
- Attend and resolve incidents involving hazardous materials and mitigate damage to property and the environment and damage and distress to people, in order to minimise the effects of such incidents.
- When required attend and resolve emergencies (other than fire and road traffic collisions) to minimise the impact on people, property and the environment. Respond with other agencies in accordance with the organisation's functions, the national policy, the organisation's community risk management plan and policies and where a suitable response shows clear safety improvements for the community.

OTHER AREAS OF RESPONSIBILITY

- Take responsibility for personal performance, including personal fitness and welfare, and the development of personal skills including the use of appropriate IT systems and the attainment of the appropriate vocational qualification(s) to ensure the required skills, knowledge and demonstration of competence to fulfil the role.

- Communicate skills and knowledge to colleagues in order to support the development of their personal and professional competence.
- Ensure as far as is reasonable practicable the health and safety of yourself, personnel and others who may be affected by your acts and/or omissions.
- Ensure that all activities comply with the policies and procedures of MF&RS.

ADDITIONAL INFORMATION

Notwithstanding the detail in this job profile, in accordance with MF&RS' approach towards flexible working, and in accordance with NJC Scheme of Conditions of Service (Section 3, paragraph 6), the job holder will undertake such work as may be determined by the Chief Fire Officer from time to time within the scope of the nationally agreed role map for this role, and in any location within the geographical area served by the MFRS and other areas where MFRS has entered into mutual arrangements with other fire and rescue authorities and other agencies. This will include attendance at management team meetings from time to time.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRS's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING OTHERS

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.



Job Title:	Watch Manager	Team:	Various
Salary:	Watch Manager	Directorate:	Various
JE Reference:			

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
1	Deemed competent against all units of the Watch Manager Role map.	DESIRABLE	AF/PD/IC
2	IOSH Managing Safely qualification.	DESIRABLE	AF/PD
3	Educated to HNC level and/or completed a Supervisory Management qualification.	DESIRABLE	AF/PD
4	IFE Level 3 Diploma in Operations and Incident Command.	DESIRABLE	AF/PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
5	Proven track record of managing and leading multi-functional teams in a dynamic environment.	ESSENTIAL	AF/I
6	Experience of working within a risk management framework.	ESSENTIAL	AF/I
7	Experience in assisting in resource planning and control.	ESSENTIAL	AF/I
8	Experience in contributing to the development and delivery of community based initiatives & of working in partnership with a range of diverse communities	ESSENTIAL	AF/I
9	Knowledge, understanding and the ability to contribute to the delivery of the Community Risk Management Plan.	ESSENTIAL	AF/I
10	Experience in assisting in the management and delivery of a variety of performance management systems	ESSENTIAL	AF/I
11	Experience in assisting in delivering and contributing to innovative change management policies, initiatives and processes.	ESSENTIAL	AF/I
12	Experience of dealing with finances, in accordance with the Service's financial regulations.	DESIRABLE	AF/I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
16	High level of leadership skills and the ability to inspire and maintain excellent performance from self and others.	ESSENTIAL	AF/I/IC
17	Proven ability to work within a highly pressured, risk centred environment whilst making effective decisions and delegating appropriately.	ESSENTIAL	AF/I/IC
18	Good level of interpersonal and people management skills and the ability to develop and maintain constructive working relationships with a variety of individuals, groups and stakeholders.	ESSENTIAL	AF/I
19	Ability to undertake appropriate planning and to demonstrate creative problem solving.	ESSENTIAL	AF/I
20	Excellent oral and written communication skills.	ESSENTIAL	AF/I/IC
22	Good level of IT skills, using Microsoft Office applications including Word, Excel, Outlook and other systems used within MF&RS.	ESSENTIAL	AF/I
COMMITMENT		ESSENTIAL/DESIRABLE	ASSESSED BY
23	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	ESSENTIAL	A/I
24	A knowledge and understanding of and a personal commitment to equality & diversity and related legislation and how this is applied in practice	ESSENTIAL	AF/I
25	A demonstrable commitment to continuous professional development.	ESSENTIAL	AF/I

26	A commitment to achieve relevant Institution of Fire Engineers (IFE) qualification.	ESSENTIAL	AF/I
	WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
27	Must reside in Merseyside at time of employment	ESSENTIAL	AF
28	Must maintain personal standard of fitness and pass the point of entry medical.	ESSENTIAL	PD/AF
29	Must have a full driving licence and be prepared to travel as dictated by the requirements of the role.	ESSENTIAL	AF/PD

A	Application	I	Interview	PD	Produce Documentation	IC	Incident Command
----------	-------------	----------	-----------	-----------	-----------------------	-----------	------------------

MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE



MERSEYSIDE
FIRE & RESCUE
SERVICE

JOB TITLE:	Crew Manager
SALARY GRADE:	Crew Manager
SALARY RANGE:	£41,322 (Development) £43,104 (Competent)
JE REFERENCE:	
DIRECTORATE:	Various
TEAM:	Various
LOCATION OF WORK:	Various
HOURS OF WORK:	42 Hours Per Week
DIRECTLY RESPONSIBLE TO:	Watch Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Others
------------------------------------	----------------

MAIN JOB PURPOSE

The Crew Manager, as an integral part of the leadership team. They are responsible for, and support the performance of their teams, the development of individuals and the effective management of resources. They are answerable/responsible to the Watch Manager.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

- Take responsibility for the leadership of the Watch or functional Department(s) and provide a positive role model to staff and the wider community in order to promote the values and behaviours of MFRS.
- Support Departmental Managers in assessing workplace performance, including where necessary undertaking vocational qualification assessments.
- Support the management of the Watch/functional Department through effective performance management, and in conjunction with Departmental Managers provide feedback and support to staff with problems affecting their performance. Applying internal procedures where appropriate, to ensure optimal performance in support of the delivery of organisational objectives.
- Continually develop practices and promote a positive attitude towards change.
- Support the achievement of performance indicator targets, both internal and external to the Service, that pertain to the direct areas of responsibility.
- Function as part of the Station Management Team, and if appropriate the Departmental Management Team, to manage, assess and evaluate work activities, the utilisation of resources and develop proposals for improvement to facilitate Station/Departmental objectives and ensure continuous improvement of Service provision.
- Collate, validate and analyse information from a range of internal and external sources to ensure the provision and communication of accurate and timely information to inform decision making and to support service delivery.

- Support Departmental Managers in identifying the training and development needs of the Watch/Departmental teams through workplace assessment. Formulate and evaluate Personal Development Plans, and provide coaching, support and feedback, and develop individuals in line with their Personal Development Plans and any related procedures and processes, to ensure the required standards of performance are achieved and maintained.
- Support Departmental Managers in developing the needs of individuals within the role area of responsibility, through the Service's appraisal system and any related procedures and processes.
- Monitor, control and maintain sufficient supplies of resources in order to support service delivery.
- Support Departmental Managers in the management of human resource issues and the maintenance of discipline within the area of responsibility relative to the role of Watch Manager.
- Promote safety matters and facilitate learning through demonstration and instruction to educate and inform the community and improve awareness of safety matters.
- Ensure the inspection of premises and report on risks to people, property and the environment to inform the development of safety solutions and minimise risks within the community in line with Service and Station objectives.
- Continuously evaluate risk profiles to determine community risk reduction strategies and events.
- Take an active involvement in local area partnerships, attend any relevant meetings commensurate with the role and contribute to the reduction of risk within the community.
- Identify opportunities for the Station/Department and its staff to become involved in community initiatives that support the duties, aims and objectives of MFRS.
- Conduct investigations into incidents and produce and present reports to inform future practice and service development.
- Plan and implement action in response to operational incidents and events as an Incident Commander or in other incident support roles to ensure their effective resolution.
- Provide feedback following operational incidents to ensure that risk-critical issues are addressed and successful actions are recognised and supported.
- Attend and resolve fire related incidents, by controlling and extinguishing fires and road traffic collisions in order to ensure that such incidents are dealt with effectively and safely therefore limiting the impact on people, property and the environment.
- Attend and resolve incidents involving hazardous materials and mitigate damage to property and the environment and damage and distress to people, in order to minimise the effects of such incidents.
- When required attend and resolve emergencies (other than fire and road traffic collisions) to minimise the impact on people, property and the environment. Respond with other agencies in accordance with the organisation's functions, the national policy, the organisation's community risk management plan and policies and where a suitable response shows clear safety improvements for the community.

OTHER AREAS OF RESPONSIBILITY

- Take responsibility for personal performance, including personal fitness and welfare, and the development of personal skills including the use of appropriate IT systems and the attainment of the appropriate vocational qualification(s) to ensure the required skills, knowledge and demonstration of competence to fulfil the role.

- Communicate skills and knowledge to colleagues in order to support the development of their personal and professional competence.
- Ensure as far as is reasonable practicable the health and safety of yourself, personnel and others who may be affected by your acts and/or omissions.
- Ensure that all activities comply with the policies and procedures of MF&RS.

ADDITIONAL INFORMATION

Notwithstanding the detail in this job profile, in accordance with MF&RS' approach towards flexible working, and in accordance with NJC Scheme of Conditions of Service (Section 3, paragraph 6), the job holder will undertake such work as may be determined by the Chief Fire Officer from time to time within the scope of the nationally agreed role map for this role, and in any location within the geographical area served by the MFRS and other areas where MFRS has entered into mutual arrangements with other fire and rescue authorities and other agencies. This will include attendance at management team meetings from time to time.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

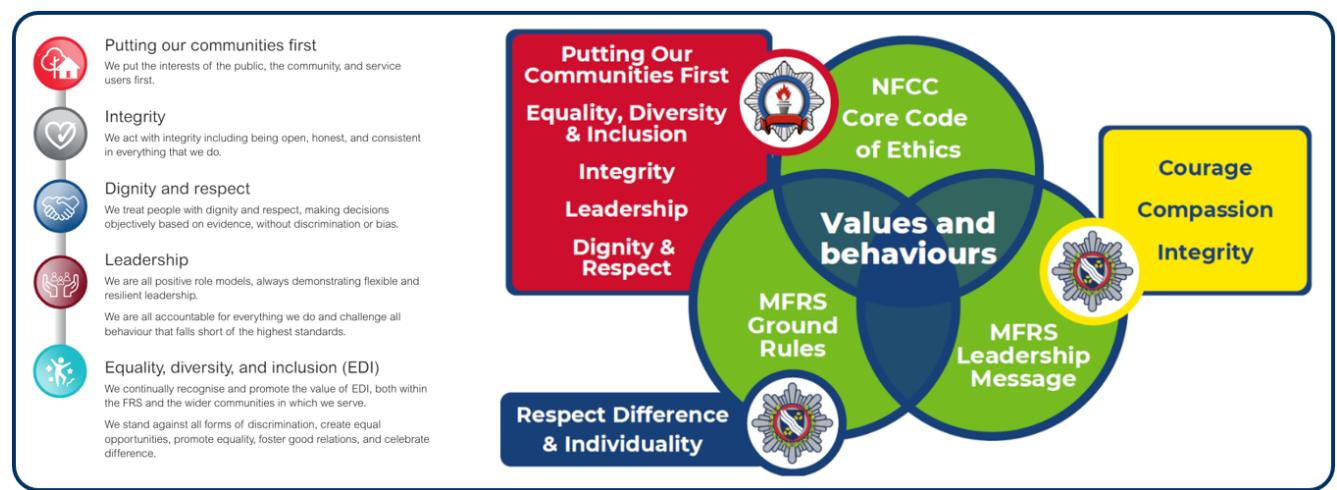
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRS's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING OTHERS

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.



Job Title:	Crew Manager	Team:	Various
Salary:	Crew Manager	Directorate:	Various
JE Reference:			

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
1	IOSH Managing Safely qualification.	DESIRABLE	AF/PD
2	Educated to HNC level and/or completed a Supervisory Management qualification.	DESIRABLE	AF/PD
3	IFE Level 3 Certificate in Operations.	DESIRABLE	AF/PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
4	Proven track record of assisting in the management and leading multi-functional teams in a dynamic environment.	DESIRABLE	AF/I
5	Experience of working within a risk management framework.	DESIRABLE	AF/I
6	Experience in assisting in resource planning and control.	DESIRABLE	AF/I
7	Experience in contributing to the development and delivery of community-based initiatives & of working in partnership with a range of diverse communities	DESIRABLE	AF/I
8	Knowledge, understanding and the ability to contribute to the delivery of the Community Risk Management Plan.	DESIRABLE	AF/I
9	Experience in assisting in the management and delivery of a variety of performance management systems	DESIRABLE	AF/I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
16	High level of leadership skills and the ability to inspire and maintain excellent performance from self and others.	ESSENTIAL	AF/I/IC
17	Ability to work within a highly pressured, risk centred environment whilst making effective decisions and delegating appropriately.	ESSENTIAL	AF/I/IC
18	Good level of interpersonal and people management skills and the ability to develop and maintain constructive working relationships with a variety of individuals, groups and stakeholders.	ESSENTIAL	AF/I
19	Ability to undertake appropriate planning and to demonstrate creative problem solving.	ESSENTIAL	AF/I
20	Excellent oral and written communication skills.	ESSENTIAL	AF/I/IC
22	Good level of IT skills, using Microsoft Office applications including Word, Excel, Outlook and other systems used within MF&RS.	ESSENTIAL	AF/I
COMMITMENT		ESSENTIAL/DESIRABLE	ASSESSED BY
23	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	ESSENTIAL	A/I
24	A knowledge and understanding of and a personal commitment to equality & diversity and related legislation and how this is applied in practice	ESSENTIAL	AF/I
25	A demonstrable commitment to continuous professional development.	ESSENTIAL	AF/I
26	A commitment to achieve relevant Institution of Fire Engineers (IFE) qualification.	ESSENTIAL	AF/I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
27	Must reside in Merseyside at time of employment	ESSENTIAL	AF
28	Must maintain personal standard of fitness and pass the point of entry medical.	ESSENTIAL	PD/AF

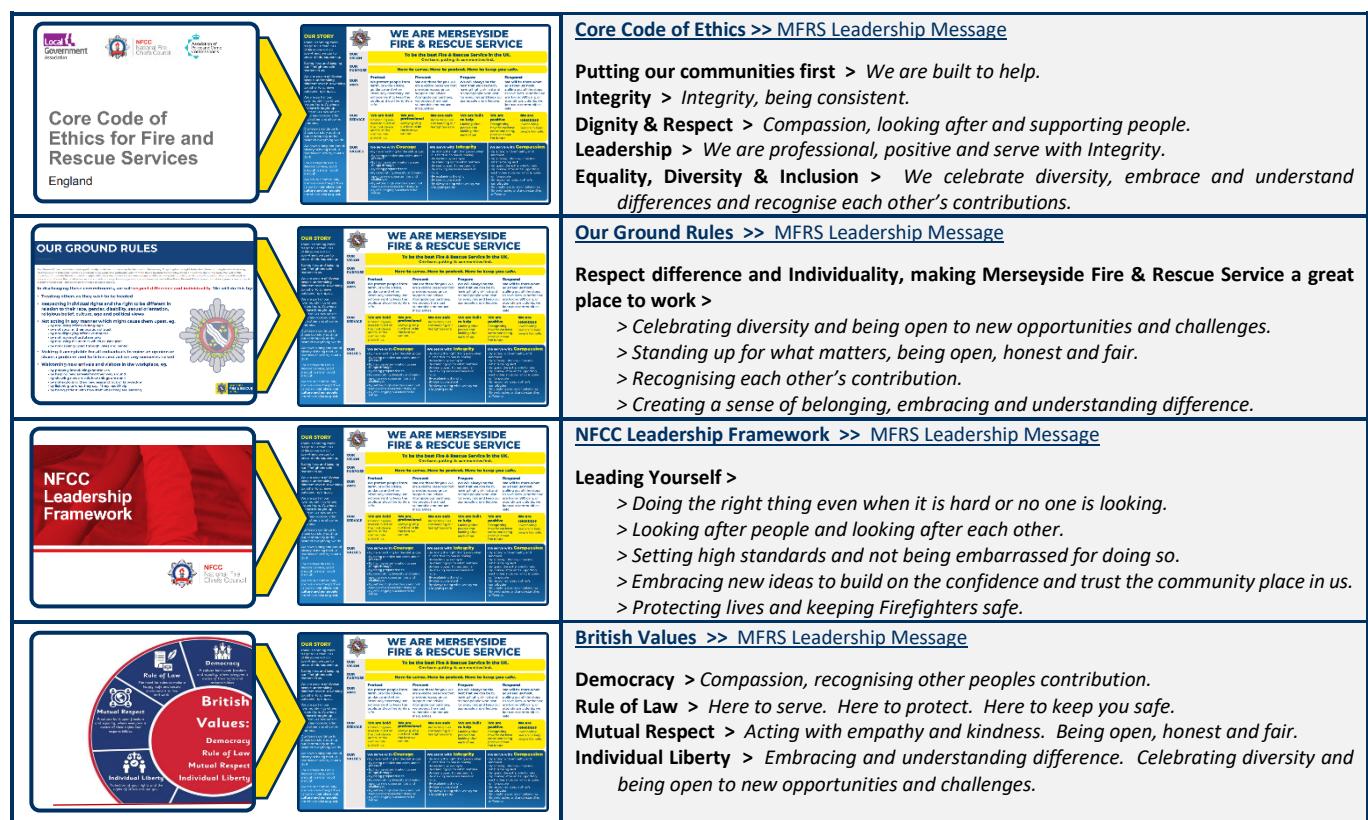
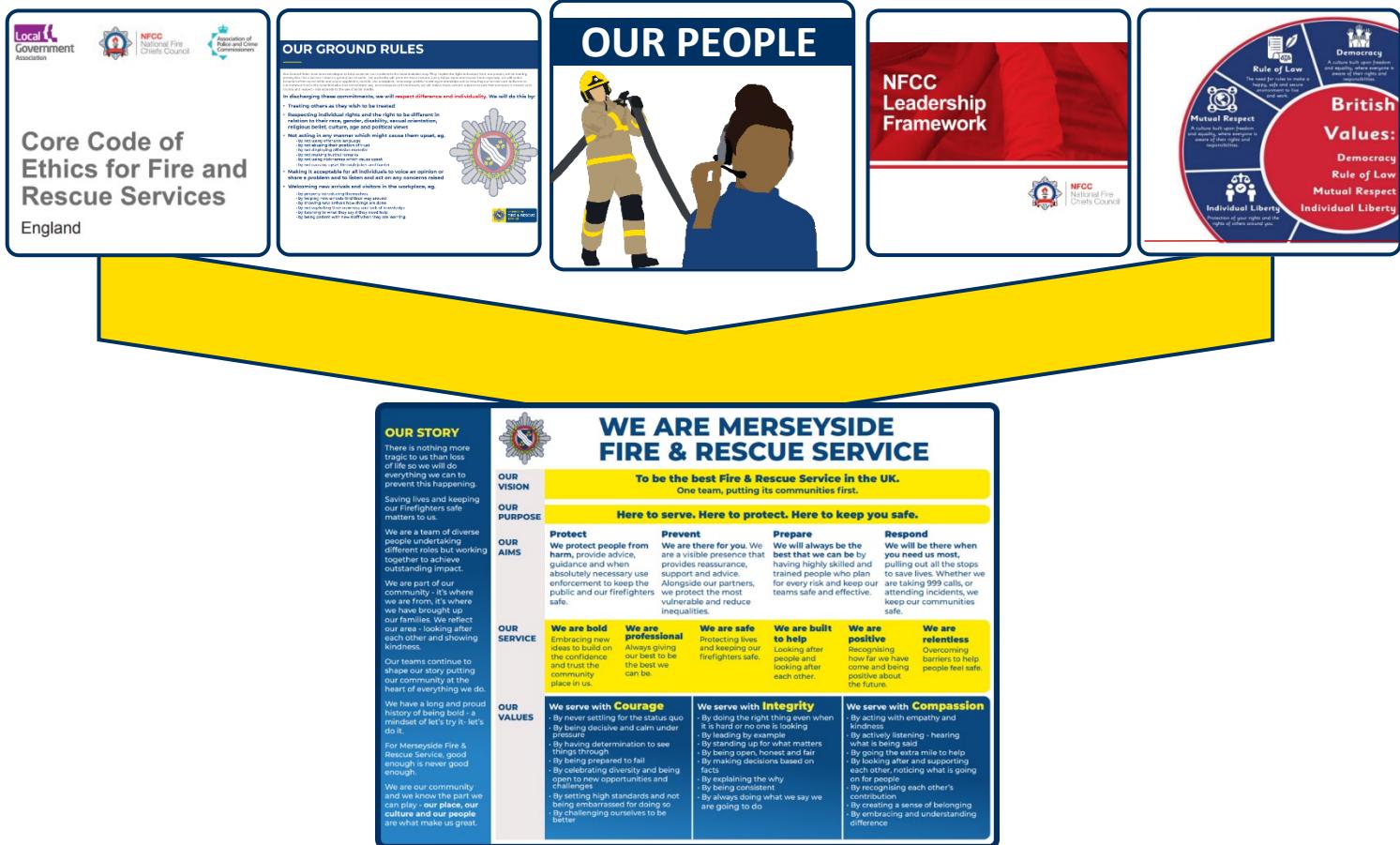
29	Must have a full driving licence and be prepared to travel as dictated by the requirements of the role.	ESSENTIAL	AF/PD
-----------	---------------------------------------------------------------------------------------------------------	-----------	-------

A Application **I** Interview **PD** Produce Documentation **IC** Incident Command

INFORMING OUR LEADERSHIP MESSAGE



The **Leadership Message** has been created by our own staff, ensuring that it fully reflects what it means to be part of Merseyside Fire & Rescue Service. There are also a number of key documents that have informed our Leadership Message, these are outlined below with explanations to show how they are linked.





MERSEYSIDE FIRE & RESCUE SERVICE

LEADERSHIP BEHAVIOURS

At Merseyside Fire & Rescue Service, our **Leadership Behaviours** below highlight both the 'WHAT' & 'HOW' we are expected to behave and the difference we make to the people around us. Our Leadership Behaviours reflect our Leadership Message and, in particular, our values that help us define the behaviours we are all expected to demonstrate. We have also integrated the fire service Core Code of Ethics and utilised the four leadership themes from the NFCC Leadership framework & identified leadership descriptors for each level of management. The four themes are:



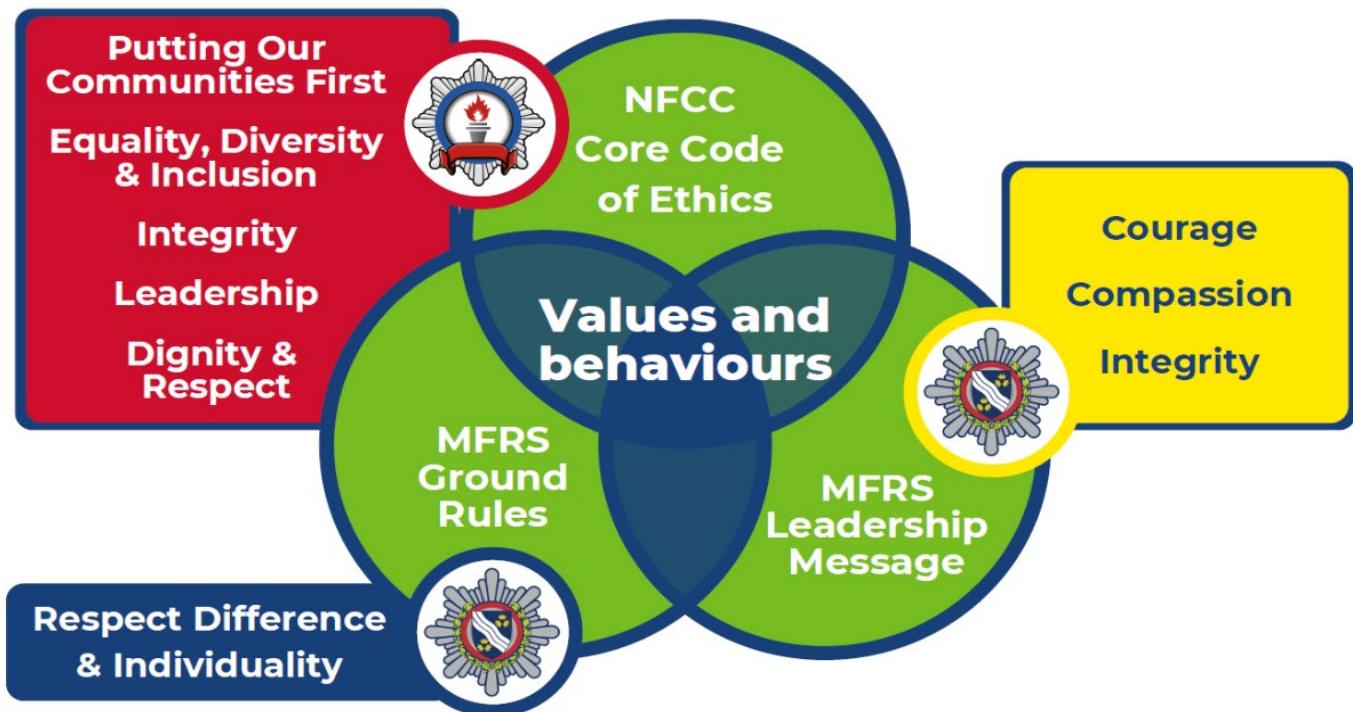
PERSONAL IMPACT • OUTSTANDING LEADERSHIP • SERVICE DELIVERY • ORGANISATIONAL EFFECTIVENESS

PERSONAL IMPACT WHAT	LEADING YOURSELF Everyone (HOW)	LEADING OTHERS Supervisory Managers (HOW)	LEADING THE FUNCTION Middle Managers (HOW)	LEADING THE SERVICE Strategic Managers (HOW)
	Good listening skills - Empathy - Courage - Integrity - Compassion			
OUTSTANDING LEADERSHIP WHAT	I demonstrate Service values and behaviours.	I consistently lead by example.	I set standards of behaviour in line with Service values and behaviours	I promote and role model behaviours and make strategic decisions in line with our Leadership Message.
	I value inclusion and set a positive example to others.	I take responsibility for inclusion, and encourage different points of view.	I role model and mentor others in how they communicate and engage to encourage inclusion.	I promote and uphold our values and professional standards and communicate the importance of ethical and inclusive approaches to our work.
	I reflect on my own strengths and see the strengths of others (using colours).	I give and receive feedback.	I provide a visible presence and recognise the contribution of others.	I actively engage with teams to seek their views.
SERVICE DELIVERY WHAT	LEADING YOURSELF Everyone	LEADING OTHERS Supervisory Managers	LEADING THE FUNCTION Middle Managers	LEADING THE SERVICE Strategic Managers
	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I work internally and externally to set clear work and objectives, actively monitoring the performance of the team and giving positive developmental feedback.	I engage with others to establish the strategic direction and the working goals of the organisation
	I take responsibility and accountability for the quality of my own work.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I am accountable for the output of my teams and devolve responsibility for work to the appropriate level.	I empower, enable, and inspire people to understand and commit to the vision and communicate openly.
ORGANISATIONAL EFFECTIVENESS WHAT	LEADING YOURSELF Everyone	LEADING OTHERS Supervisory Managers	LEADING THE FUNCTION Middle Managers	LEADING THE SERVICE Strategic Managers
	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I take a business-like broad approach that considers how to achieve better outcomes for communities.	I shape the wider community outcomes for the Merseyside Region.
	I plan ahead and prioritise my work, managing my time effectively to get things done.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I monitor the quality-of-service delivery and share information so that people know how well we are performing and plan accordingly.	I take a long-term view to consider the future political, social and economic landscape and communicate this to the organisation and external organisations.
Big picture - Collaboration - Commitment - Communication - Accountability - Measurements	LEADING YOURSELF Everyone	LEADING OTHERS Supervisory Managers	LEADING THE FUNCTION Middle Managers	LEADING THE SERVICE Strategic Managers
	I know what the key organisational goals are and how I contribute.	I make sure the team understands how our work contributes to and delivers organisational priorities.	I am aware of wider organisational and political priorities and how my function contributes more widely.	I lead the organisation and develop the vision, mission and strategic business plan, inclusive of diverse and changing community risks.
	I work within the organisation's policies, procedures and processes.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I actively seek to understand the nature of risk in various projects and act to mitigate those risks or report them.	I act as a professional advisor to governance at all levels.
	LEADING YOURSELF Everyone	LEADING OTHERS Supervisory Managers	LEADING THE FUNCTION Middle Managers	LEADING THE SERVICE Strategic Managers
	I continuously seek to improve my performance & share my ideas.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.	I apply the latest business processes and do not settle for the status quo.	I foster and enable continuous improvement & promote an innovation culture encouraging people to experiment and learn.

THE CORE CODE OF ETHICS



Our Leadership Message & Service Values has been created in partnership with our staff, ensuring that they fully reflect what it means to be part of Merseyside Fire & Rescue Service. Directly aligning with the Core Code of Ethics for Fire & Rescue Services and combined with our Service Ground Rules this demonstrates the Values and Behaviours expected of employees in MFRS.



Core Code of Ethics: The 5 Ethical Principles.



Putting our communities first

We put the interests of the public, the community, and service users first.



Integrity

We act with integrity including being open, honest, and consistent in everything that we do.



Dignity and respect

We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.



Leadership

We are all positive role models, always demonstrating flexible and resilient leadership.

We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.



Equality, diversity, and inclusion (EDI)

We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve.

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

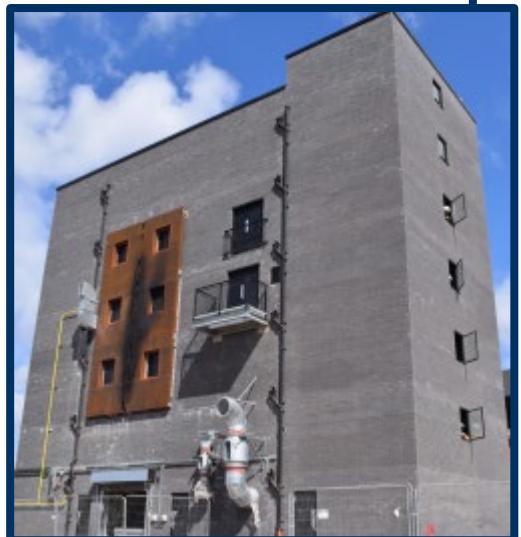
WANT TO FIND OUT MORE? WHY NOT PAY US A VISIT

We hope our candidate pack has given you a flavour of what it's like here at Merseyside Fire & Rescue Service, but if you'd like to get a real feeling of what it's like here – **why not pay us a visit!**

We'd like to encourage applicants to get in touch during the advert window, we'll make all the necessary arrangements to make sure you get the most from your visit.

We're immensely proud of our world class facilities and amazing people, we'd love to show them off to you.

If you would like to arrange a visit or have an informal chat about this role, please contact John Price (Workforce Planning & Organisational Development Manager) johnprice@merseyfire.gov.uk during the advert window.



KEY DOCUMENTS

If you like to understand more about us through our Corporate Plans you can find our Community Risk Management Plan, People Plan and Medium Term Financial Plan here - <https://tinyurl.com/3pjxuauv>



KEY DATES

- Advert Closing Date
(8th February 2026)
- Command
(23rd – 27th February 2026)
- Interviews
(2nd – 13th July 2025)

