

# GROUP MANAGER CONTROL

Appointments Process 2026



Candidate Pack



MERSEYSIDE  
FIRE & RESCUE  
SERVICE

# 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 proven 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.

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## 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

# MERSEYSIDE FIRE & RESCUE SERVICE

## GROUP MANAGER CONTROL - APPOINTMENTS PROCESS



*“We have a long and proud history. Be part of our future.”*

### GROUP MANAGER CONTROL

Salary: £54,856 (in development) - £60,812 (when competent) + 20% Flexi Duty Allowance

#### THE ROLE

Merseyside Fire and Rescue Service is a bold forward thinking Authority looking for highly motivated, innovative and talented individuals to shape our story, contributing to public service reform in order to save, protect and improve the lives of the people in Merseyside.

The Group Manager Control plays a pivotal leadership role in ensuring the effective delivery, performance and continuous improvement of the Fire Control function. The postholder provides direction, operational assurance and professional oversight to maintain a high-quality emergency call handling and mobilising service that supports community safety and operational response.

Responsible for Fire Control and Time & Resource Management activities, crucial to the role will be your ability to lead collaborative approaches with partners in order to deliver an integrated and high performing service – ensuring operational resourcing is efficient and highly effective.

As Group Manager Control you will:

- Be expected to demonstrate exceptional leadership skills and the ability to inspire and maintain outstanding performance from others.
- Have a demonstrable ability to lead change in a complex and evolving environment.
- Have excellent communication skills and an ability to engage constructively with internal and external stakeholders.
- Have demonstrated high levels of ability with regard to the implementation and management of key projects
- 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 expected to determine the effective use of resources and support people to resolve operational incidents, in line with the Group Manager Control role map.

#### OUR LEADERSHIP BEHAVIOURS

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



<b>Personal Impact</b>	Set standards of behaviour in line with Service values and behaviours.	Role model and mentor others in how they communicate and engage to encourage inclusion.	Provide a visible presence and recognise the contribution of others.
<b>Outstanding Leadership</b>	Work internally and externally to set clear work and objectives, actively monitoring the performance of the team and giving positive developmental feedback.	Accountable for the output of my teams and devolve responsibility for work to the appropriate level.	Nurture future talent and proactively plan for succession. I look for opportunities to coach, mentor and support people outside of my teams.
<b>Service Delivery</b>	Take a business-like broad approach that considers how to achieve better outcomes for communities.	Monitor the quality-of-service delivery and share information so that people know how well we are performing and plan accordingly	Seek out opportunities to work collaboratively across teams and functions to improve service delivery.
<b>Org. Effectiveness</b>	Aware of wider organisational and political priorities and how my function contributes more widely.	Actively seek to understand the nature of risk in various projects and act to mitigate those risks or report them.	Apply latest business processes & not settle for the status quo.

## ELIGIBILITY

Candidates must be competent in the **Station Manager Control** (Leading the Function) role.

**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, Monday 13<sup>th</sup> April 2026**.

**Please note applications will be scored against our Leadership Behaviours for LEADING THE FUNCTION.**

### KEY DATES

APPLICATION CLOSING DATE  
ASSESSMENT DAY

**Monday 13<sup>th</sup> April 2026**  
**W/C 20<sup>th</sup> April 2026**

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

Shortlisted candidates will be invited to participate in a multi-exercise Assessment Day which will assess role suitability, with exercises aligned to the Group Manager Control role, our Leadership Behaviours and the Core Code of Ethics.



## 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.

## 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 attractions 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 School in the UK. There's no shortage of Higher Education options either, with world leading Universities such as University of Liverpool, Hope University and Liverpool John Moores University not to mention institutes such a Liverpool Institute for Performing Arts (LIPA).

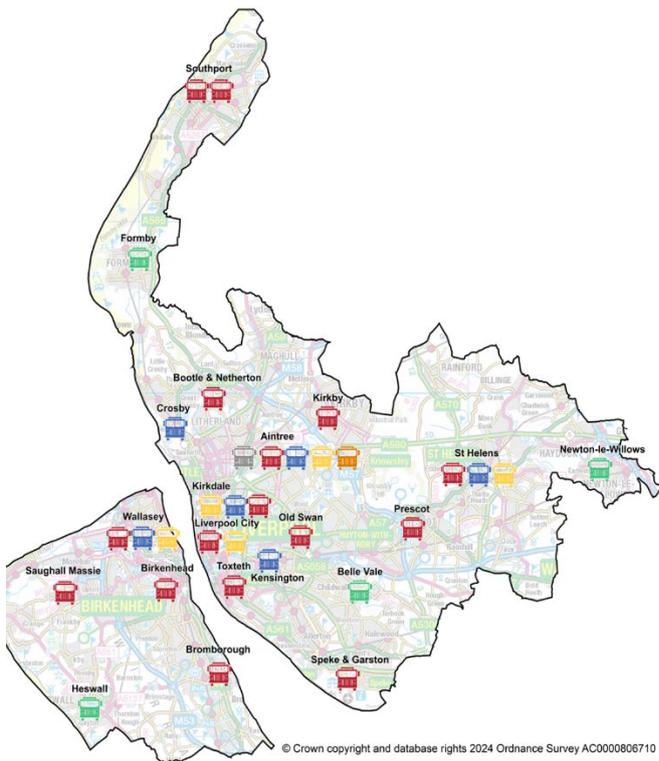
# MERSEYSIDE ON THE MAP

**MERSEYSIDE POPULATION: 1.4m+**

**THERE ARE MORE THAN 660,000 HOMES.**

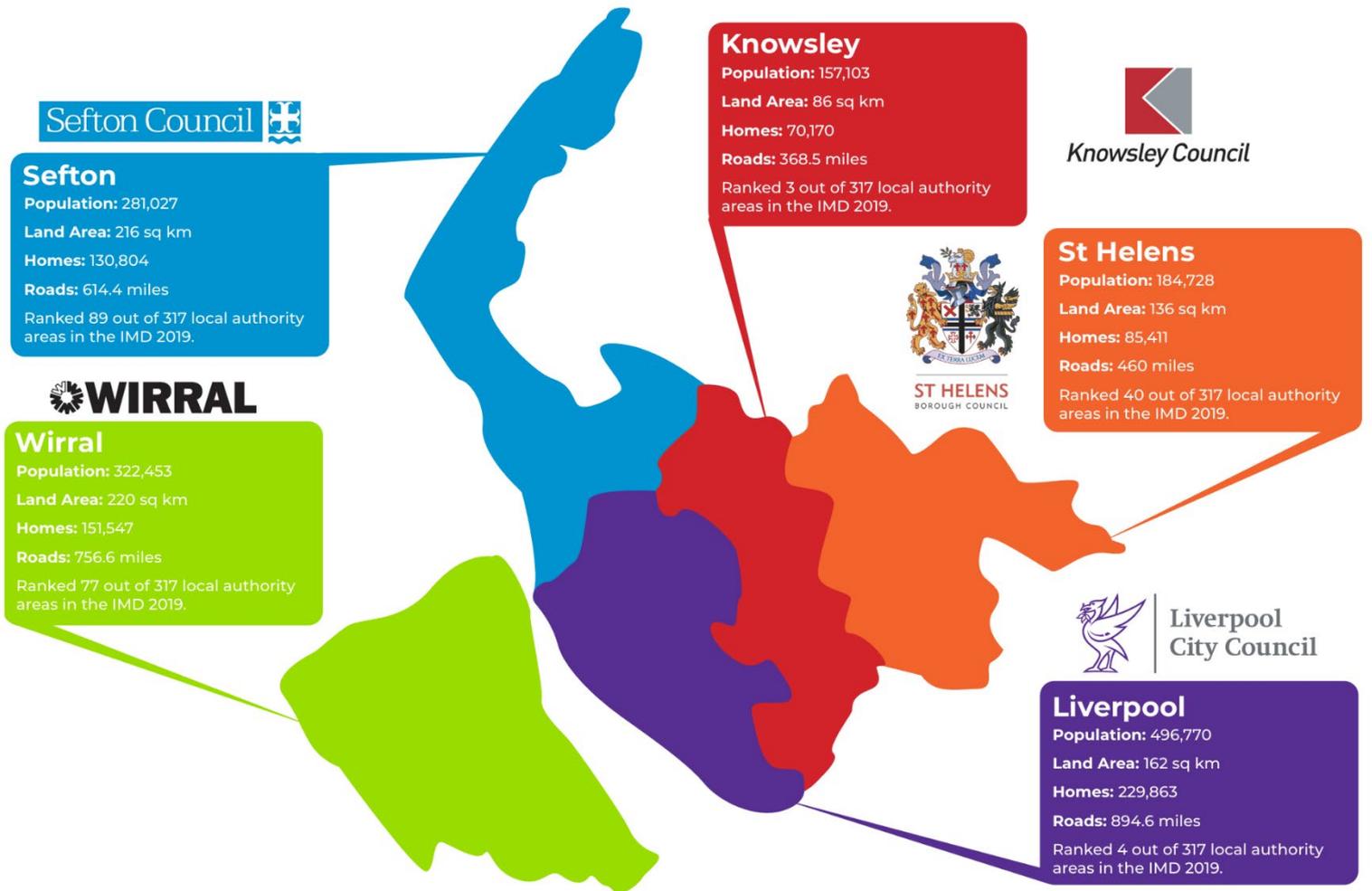
**THERE ARE OVER 40,000 PLACES OF WORK.**

**MORE THAN 3,000 miles OF ROADS.**



- 15 stations will remain crewed by wholetime Firefighters 24 hours a day, 7 days a week: Southport, Bootle Netherton, Kirkby, Prescot, St Helens, Old Swan, Saughall Massie, Bromborough, Aintree, Birkenhead, Toxteth, Speke & Garston, Liverpool City, Kirkdale and Wallasey
- 6 stations will be Day Crewed with Firefighters available on station for 12hrs a day then on 30 minute recall at night. This is for resilience purposes to provide cover on fire stations during busy periods: Crosby, Aintree, Wallasey, Kirkdale, Kensington, and St Helens
- 4 stations will continue to be crewed using the Low Level Activity and Risk (LLAR) staffing model. Firefighters are available from 1000-2200hrs on station then on recall from accommodation on or near station at night: Formby, Newton le Willows, Heswall and Belle Vale
- 5 stations will have a 3rd Fire Engine staffed by wholetime retained crew from 24 hour fire stations: Aintree, Kirkdale, Wallasey, Liverpool City and St Helens
- Search and Rescue Team: Aintree
- 32nd Fire Appliance: Aintree
- 33rd & 34th Fire Appliances: New retained appliances for 2024/27. Location to be allocated

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## 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'll support that transition with a generous relocation package, 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/yvahrfox>
- ❖ A relocation package is available.
- ❖ 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.

## 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 for £54,856 (in development) - £60,812 (when competent) + 20% Flexi Duty Allowance
- ❖ Pension provisions in accordance with the Local Government 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.
- ❖ The period of notice to terminate employment by the employee is 90 days. Termination of employment by the employer is 90 days.
- ❖ The post is located at Merseyside Fire & Rescue Headquarters, Bridle Road, Bootle, L30 4YD. Although the place of work may be anywhere within the Merseyside county area, with travel outside of the county as required.
- ❖ The post holder must be able to provide a base for operational cover commitments in line with service requirements. For the provision of cover, this base must be within 45 minutes of Service Headquarters, travelling at normal road speed.



<b>JOB TITLE:</b>	Group Manager Control
<b>SALARY GRADE:</b>	Group Manager Control
<b>SALARY RANGE:</b>	£54,856 (in development) - £60,812 (when competent) + 20% Flexi Duty Allowance
<b>JE REFERENCE:</b>	
<b>DIRECTORATE:</b>	Response
<b>TEAM:</b>	Various
<b>LOCATION OF WORK:</b>	Various
<b>HOURS OF WORK:</b>	42 Hours Per Week
<b>DIRECTLY RESPONSIBLE TO:</b>	Area Manager

<b>LEADERSHIP BEHAVIOUR LEVEL:</b>	Leading the Function
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**MAIN JOB PURPOSE**

The Group Manager Control is responsible for the actions and activities of Fire Control and Time & Resource Management Teams and is answerable/responsible to the Area Manager.

They are responsible for the activities of these functional areas through performance management and quality assurance processes. Implement organisational strategy and develop service provision at local and Service level. Provide leadership and management at incidents.

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 Staff in relevant area of responsibility. Provide a positive role model to staff and the wider community to promote the values of MF&RS.
- ❑ Manage work activities within a functional area, identify and develop proposals for improvement and plan for their implementation to continually develop practice and respond to change.
- ❑ Audit and assess performance against Functional Plans, feed information gathered into Performance Development Groups and adjust as necessary to ensure the alignment of Service activity with the Service Plan and the achievement of local and national targets and standards.
- ❑ Network, consult and liaise with influential people within the community to inform and support the development of service provision.
- ❑ Monitor and control budgets within a designated area of responsibility to ensure that financial resources are used to maximum effect in compliance with standing orders and financial regulations.
- ❑ Identify, allocate, control and evaluate the use of physical, financial and human resources within a designated functional area to support business plan objectives and implement organisational strategy.
- ❑ Agree and manage projects relating to a functional area in order to implement organisational business plans.

- ❑ Advise on the development of quality assurance policies and strategies and develop, implement and audit quality assurance systems to ensure the continuous improvement of service delivery.
- ❑ Through a system of appraisal, develop the needs of individuals.
- ❑ Manage the performance of teams and individual employees through performance management processes, ensuring that appropriate personnel policies are applied where necessary to ensure that organisational aims and objectives are achieved.
- ❑ Support and contribute towards the development of the Fire Authorities Community Risk Management Plan (CRMP).
- ❑ Continually develop practices and promote a positive attitude towards change.
- ❑ Develop teams and individuals in line with their Personal Development Plans to ensure that they are equipped with the necessary skills, knowledge, appropriate vocational qualifications and experience to fulfil their roles.
- ❑ Develop, implement and maintain effective communication and information systems to improve and support service delivery.
- ❑ Take direct responsibility for the management of human resource issues and the maintenance of discipline within the area of responsibility relative to the role Group Manager.

If required:

- ❑ EFSM2 – Lead, monitor and support people to resolve operational incidents.
- ❑ EFSM11 – Determine effective use of physical and financial resources.

#### **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 to ensure the required skills, knowledge and demonstration of competence to fulfil the role.
- ❑ Communicate skills and knowledge to colleagues to support the development of their personal and professional competence.
- ❑ Ensure as far as is reasonably 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.
- ❑ To work flexibly within the 42-hour week as the Service requires

#### **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
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### 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 MFRA'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 THE FUNCTION

<b>Personal Impact</b>	Set standards of behaviour in line with Service values and behaviours.	Role model and mentor others in how they communicate and engage to encourage inclusion.	Provide a visible presence and recognise the contribution of others.
<b>Outstanding Leadership</b>	Work internally and externally to set clear work and objectives, actively monitoring the performance of the team and giving positive developmental feedback.	Accountable for the output of my teams and devolve responsibility for work to the appropriate level.	Nurture future talent and proactively plan for succession. I look for opportunities to coach, mentor and support people outside of my teams.
<b>Service Delivery</b>	Take a business-like broad approach that considers how to achieve better outcomes for communities.	Monitor the quality-of-service delivery and share information so that people know how well we are performing and plan accordingly	Seek out opportunities to work collaboratively across teams and functions to improve service delivery.
<b>Org. Effectiveness</b>	Aware of wider organisational and political priorities and how my function contributes more widely.	Actively seek to understand the nature of risk in various projects and act to mitigate those risks or report them.	Apply latest business processes & not settle for the status quo.

# MERSEYSIDE FIRE & RESCUE SERVICE

## PERSON SPECIFICATION



<b>Job Title:</b>	Group Manager B Control	<b>Team:</b>	Various
<b>Salary:</b>	Group Manager Control	<b>Directorate:</b>	Response
<b>JE Reference:</b>			

	<b>QUALIFICATIONS &amp; TRAINING</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
1	Competent in the Station Manager Control role	ESSENTIAL	AF/PD
2	Relevant degree / middle management qualification	DESIRABLE	AF/PD
3	NEBOSH General Certificate qualification.	DESIRABLE	AF/PD
	<b>KNOWLEDGE &amp; EXPERIENCE</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
3	Experience of middle management and contribution to meeting service targets and corporate objectives.	ESSENTIAL	AF/I
4	Knowledge, understanding and delivery of the Community Risk Management Plan.	ESSENTIAL	AF/I
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 resource planning and control and budgetary management	ESSENTIAL	AF/I
8	Understanding of the quality assurance processes and the processes for the delivery of strategic objectives.	ESSENTIAL	AF/I
9	Experience of developing constructive partnership working with internal and external stakeholders	ESSENTIAL	AF/I
10	Experience in developing and delivering community-based initiatives.	ESSENTIAL	AF/I
11	Experience of working in partnership with a range of diverse communities.	ESSENTIAL	AF/I
12	Experience in the management and delivery of a variety of performance management systems, including discipline and grievance, undertaking appraisals, setting objectives and producing and monitoring development frameworks and plans.	ESSENTIAL	AF/I
13	Experience in delivering and contributing to innovative change management policies, initiatives and processes.	ESSENTIAL	AF/I
14	Experience of personnel selection processes	ESSENTIAL	AF/I
	<b>SKILLS &amp; ABILITIES</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
15	High level of leadership skills and the ability to inspire and maintain excellent performance from self and others.	ESSENTIAL	AF/I
16	Proven ability to work within a highly pressured, risk centred environment whilst making effective decisions and delegating appropriately.	ESSENTIAL	AF/I
17	Proven ability to inspire and maintain outstanding performance from others.	ESSENTIAL	AF/I
18	High 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	High level of ability in planning and project management.	ESSENTIAL	AF/I
20	Excellent oral and written communication skills.	ESSENTIAL	AF/I
21	Effective report writing skills.	ESSENTIAL	AF/I
	<b>COMMITMENT</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
22	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

23	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
24	A demonstrable commitment to continuous professional development.	ESSENTIAL	AF/I
<b>WORK RELATED CIRCUMSTANCES</b>		<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
25	Able to provide a base for operational cover commitments in line with service requirements. For the provision of cover, this base must be within 45 minutes of Service Headquarters, travelling at normal road speed.	ESSENTIAL	AF
26	Must maintain personal standard of fitness and pass the point of entry medical.	ESSENTIAL	PD/AF
27	Must have a full driving licence and be prepared to travel as dictated by the requirements of the role.	ESSENTIAL	AF/PD
28	Must work flexibly and provide operational resilience.	ESSENTIAL	AF/I

A	Application	I	Interview	PD	Produce Documentation
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# 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.



## WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

**To be the best Fire & Rescue Service in the UK. One team, putting its communities first.**

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

<p><b>OUR VISION</b></p> <p>Our vision is to be the best Fire &amp; Rescue Service in the UK. One team, putting its communities first.</p>	<p><b>OUR PURPOSE</b></p> <p>Here to serve. Here to protect. Here to keep you safe.</p>
<p><b>OUR AIMS</b></p> <p><b>Protect</b> We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.</p> <p><b>Prevent</b> 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.</p> <p><b>Prepare</b> 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.</p> <p><b>Respond</b> We will be there when you need us most, putting out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.</p>	<p><b>OUR SERVICE</b></p> <p><b>We are bold</b> Embracing new ideas to build on the confidence and trust the community place in us.</p> <p><b>We are professional</b> Always giving our best to be the best we can be.</p> <p><b>We are safe</b> Protecting lives and keeping our firefighters safe.</p> <p><b>We are built to help</b> Looking after people and looking after each other.</p> <p><b>We are positive</b> Recognising how far we have come and being positive about the future.</p> <p><b>We are relentless</b> Overcoming barriers to help people feel safe.</p>
<p><b>OUR VALUES</b></p> <p><b>We serve with Courage</b> 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</p> <p><b>We serve with Integrity</b> 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</p> <p><b>We serve with Compassion</b> 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</p>	

<p><b>Core Code of Ethics for Fire and Rescue Services</b> England</p>		<p><b>Core Code of Ethics &gt;&gt; MFRS Leadership Message</b></p> <p><b>Putting our communities first &gt; We are built to help.</b></p> <p><b>Integrity &gt; Integrity, being consistent.</b></p> <p><b>Dignity &amp; Respect &gt; Compassion, looking after and supporting people.</b></p> <p><b>Leadership &gt; We are professional, positive and serve with Integrity.</b></p> <p><b>Equality, Diversity &amp; Inclusion &gt; We celebrate diversity, embrace and understand differences and recognise each other's contributions.</b></p>
		<p><b>Our Ground Rules &gt;&gt; MFRS Leadership Message</b></p> <p><b>Respect difference and Individuality, making Merseyside Fire &amp; Rescue Service a great place to work &gt;</b></p> <ul style="list-style-type: none"> <li>&gt; Celebrating diversity and being open to new opportunities and challenges.</li> <li>&gt; Standing up for what matters, being open, honest and fair.</li> <li>&gt; Recognising each other's contribution.</li> <li>&gt; Creating a sense of belonging, embracing and understanding difference.</li> </ul>
		<p><b>NFCC Leadership Framework &gt;&gt; MFRS Leadership Message</b></p> <p><b>Leading Yourself &gt;</b></p> <ul style="list-style-type: none"> <li>&gt; Doing the right thing even when it is hard or no one is looking.</li> <li>&gt; Looking after people and looking after each other.</li> <li>&gt; Setting high standards and not being embarrassed for doing so.</li> <li>&gt; Embracing new ideas building on the trust the community place in us.</li> <li>&gt; Protecting lives and keeping Firefighters safe.</li> </ul>
		<p><b>British Values &gt;&gt; MFRS Leadership Message</b></p> <p><b>Democracy &gt; Compassion, recognising other peoples contribution.</b></p> <p><b>Rule of Law &gt; Here to serve. Here to protect. Here to keep you safe.</b></p> <p><b>Mutual Respect &gt; Acting with empathy and kindness. Being open, honest and fair.</b></p> <p><b>Individual Liberty &gt; Embracing and understanding difference. Celebrating diversity and being open to new opportunities and challenges.</b></p>



# MERSEYSIDE FIRE & RESCUE SERVICE

## LEADERSHIP BEHAVIOURS

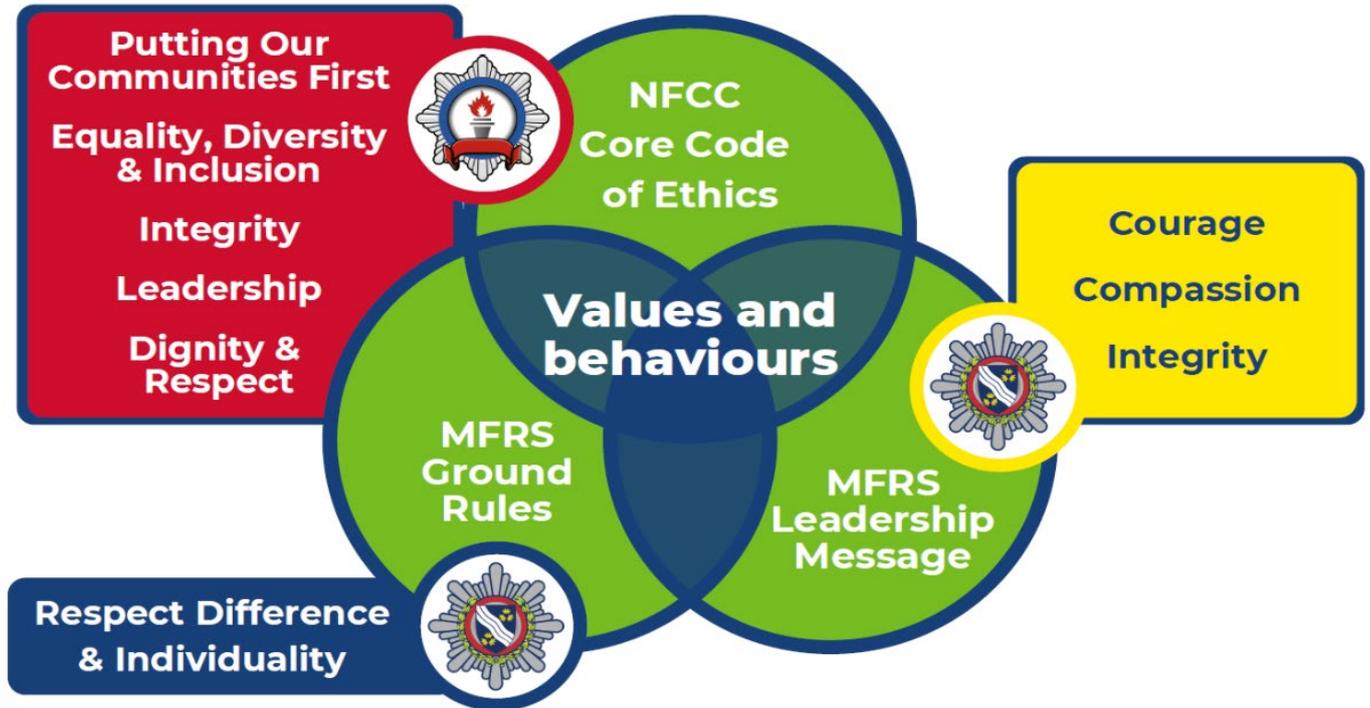


At Merseyside Fire & Rescue Service, our **Leadership Behaviours** below highlight both the 'WHAT' & 'HOW' we are expected to behave and the difference we make to the people around us. Our Leadership Behaviours reflect our Leadership Message and, in particular, our values that help us define the behaviours 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**

	<b>LEADING YOURSELF Everyone (HOW)</b>	<b>LEADING OTHERS Supervisory Managers (HOW)</b>	<b>LEADING THE FUNCTION Middle Managers (HOW)</b>	<b>LEADING THE SERVICE Strategic Managers (HOW)</b>
<b>PERSONAL IMPACT</b> <b>WHAT</b> Good listening skills – Empathy – Courage – Integrity – Compassion	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.
<b>OUTSTANDING LEADERSHIP</b> <b>WHAT</b> Listen & be informed – Persuasion – Developing others – Emotionally Intelligent & aware	<b>LEADING YOURSELF Everyone</b>	<b>LEADING OTHERS Supervisory Managers</b>	<b>LEADING THE FUNCTION Middle Managers</b>	<b>LEADING THE SERVICE Strategic Managers</b>
	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.
<b>SERVICE DELIVERY</b> <b>WHAT</b> Community development - Cultural Intelligence - Curiosity - Continuous improvement	<b>LEADING YOURSELF Everyone</b>	<b>LEADING OTHERS Supervisory Managers</b>	<b>LEADING THE FUNCTION Middle Managers</b>	<b>LEADING THE SERVICE Strategic Managers</b>
	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.
<b>ORGANISATIONAL EFFECTIVENESS</b> <b>WHAT</b> Big picture – Collaboration - Commitment - Communication - Accountability - Measurements	<b>LEADING YOURSELF Everyone</b>	<b>LEADING OTHERS Supervisory Managers</b>	<b>LEADING THE FUNCTION Middle Managers</b>	<b>LEADING THE SERVICE Strategic Managers</b>
	I work to foster trust with others & build constructive working relationships to achieve goals.	I encourage my team to build constructive working relationships with others to achieve our aims.	I seek out opportunities to work collaboratively across teams and functions to improve service delivery.	I proactively build and sustain collaborative relationships with high-level stakeholders.
	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.
	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.

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*

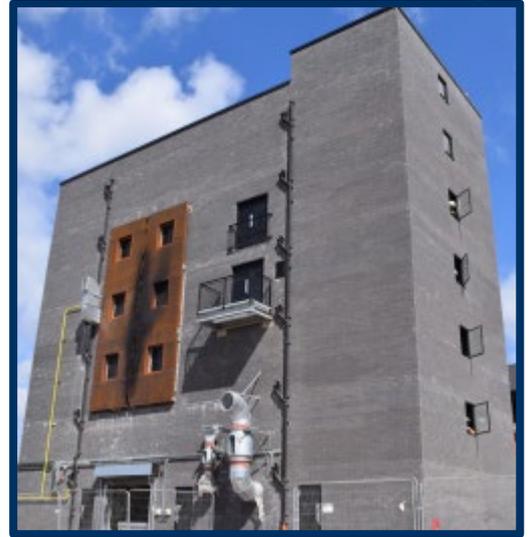
We hope our candidate pack has given you a flavour of what its like here at Merseyside Fire & Rescue Service, but if you'd like to get a real feeling of what its like here – **why not pay us a visit!**

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](mailto: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/3pjxuaav>

