



## **DIRECTOR OF CORPORATE SERVICES**

### **BACKGROUND INFORMATION**

Avon Fire Authority is responsible for making provision to promote fire safety, undertake fire-fighting and rescues from road traffic accidents, and respond to other emergencies in the area covered by the 4 Unitary Authorities in the former Avon area (Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire).

Avon Fire Authority employs a Chief Fire Officer / Chief Executive to manage Avon Fire & Rescue Service on a day-to-day basis.

With an annual budget in excess of £50 million, Avon Fire & Rescue Service (AF&RS) delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including of whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support and Corporate Services. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

The Director of Corporate Services reports to the Chief Fire Officer/Chief Executive, with whom there is regular contact and by whom overall parameters and objectives are set. The post holder is a full member of the Service Leadership Board (SLB), the Service's corporate decision-making forum, and is therefore expected to contribute strategic and corporate innovations to this forum with little or no direct supervision. As a member of SLB, the post holder is involved in determining the Services overall strategy as well as ensuring that elected Member's decisions are implemented.

The post holder is responsible for the strategic direction and effective and efficient delivery of Corporate Services, comprised of Estates & Property Services; Corporate Assurance, Performance & Continuous Improvement; Corporate Communication & Marketing; Procurement & Supplies; and ICT.

The post holder line-manages the Deputy Director of Corporate Services to jointly lead and manage a number of functional Managers. This involves ensuring Managers have the correct skills and expertise to lead their departments, and providing guidance, development, support and direction as required to ensure the Corporate Services Directorate contributes to the efficient and effective running of AF&RS.

The Service is going through a period of significant change in order to improve the quality and effectiveness of the services it provides. The post holder, along with SLB colleagues, will be instrumental in ensuring necessary organisational change is introduced successfully, whilst maintaining employee motivation and ensuring employees are focused on customer satisfaction and the delivery of efficient and effective services to the public and outside organisations.

The Director of Corporate Services may occasionally be required to contribute to leading and

directing organisational critical incidents.

The Chief Fire Officer/Chief Executive will, from time to time, change references and principal accountabilities of Leadership Board Members, in order to meet the needs of the service.

This is a politically restricted post in accordance with the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. This means that, unless exemption is obtained, you are restricted from certain political activities. See our policy hub [Politically Restricted Posts \(sharepoint.com\)](#) (sharepoint.com) for details.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.



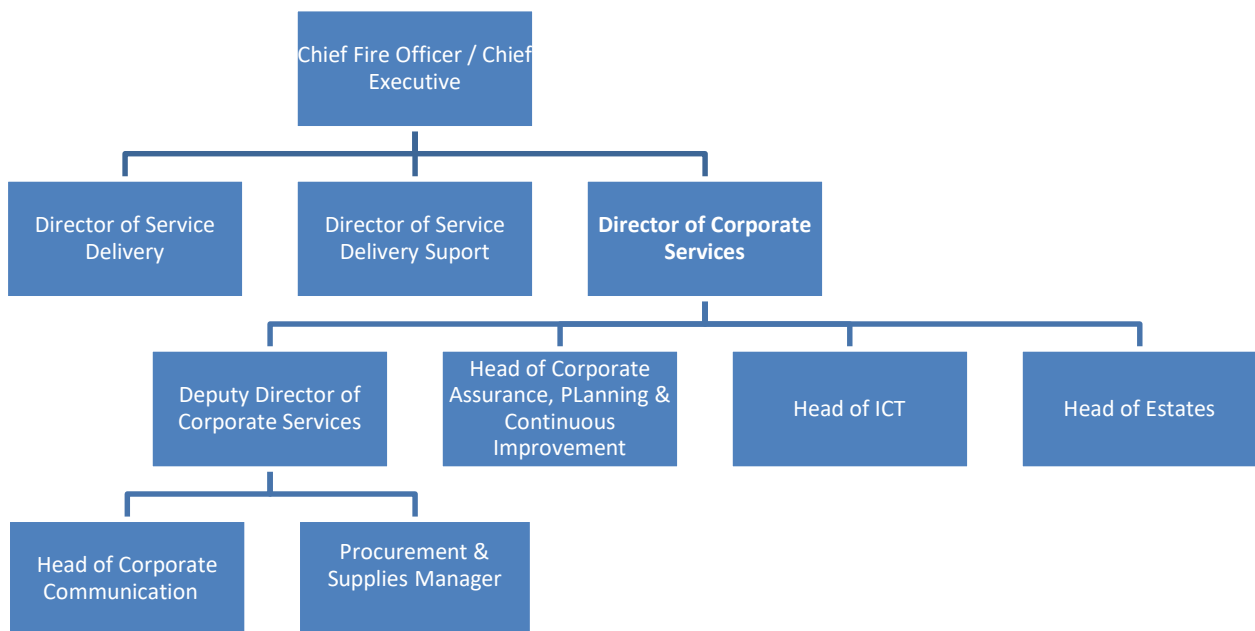
## Job Description, Core Values and Person Specification

<b>Job Title</b>	<b>Director of Corporate Services</b>
<b>Post Number</b>	<b>1021</b>
<b>Grade</b>	
<b>Duration of Post</b>	Permanent
<b>Hours</b>	37 per week
<b>Division</b>	Service Leadership Board
<b>Reports to</b>	Chief Fire Officer/Chief Executive
<b>Line management responsibilities</b>	Yes
<b>If yes, for which team/s or post/s</b>	Heads & Managers of Corporate Services
<b>Responsibility for a budget</b>	Yes
<b>If yes, approximately how much (to nearest £10,000)</b>	£9M

### Purpose of Job:

The role of the post holder is to assist the Chief Fire Officer/Chief Executive in the maintenance and development of effective service provision. Thus, the role has responsibilities to the Fire Authority and the public, and directly contributes to the Fire Authority's aims of making the Service stronger and community safer. Specifically, the role is responsible for the strategic direction and effective and efficient delivery of AF&RS Corporate Services. The post holder will initiate and promote strategies, policies and action plans which sustain and develop the corporate aims and objectives. In addition, as a member of the Service Leadership Board (SLB) the post holder plays an important role in determining the Service's direction and development, and ensuring planning and performance monitoring procedures are developed and implemented in line with the Service's overall strategy.

### Structure Chart:



Responsibilities and Duties:	
1.	Responsible for the leadership, direction and performance of Corporate Services, to ensure it fulfils its statutory and non-statutory obligations to the organisation and community. Ensure Corporate Service Heads and Managers provide appropriate professional advice and guidance to the Service Leadership Board (SLB) and Team (SLT), Elected Members of the Combined Fire Authority and associated Committees.
2.	<p>As a member of Service Leadership Board (SLB), assist the Combined Fire Authority in promoting corporate aims and objectives, values and cultural change in line with our Culture and Inclusion Strategy.</p> <p>Assist the Fire Authority in creating a culture of continuous performance improvement which meet the requirements of the community and statutory assessment and external scrutiny.</p> <p>Actively liaise with Members of the Combined Fire Authority to support them in their role, including producing committee reports, briefing notes and research documents as appropriate. Attend Fire Authority meetings and present information in association with relevant functional Managers.</p>
3.	Directly manage the Deputy Director of Corporate Services and jointly lead the Corporate Services functional units. Provide strategic direction, leadership, vision and mentoring, to ensure service delivery aligns with corporate objectives and targets. Understand the complexities within each specialist function and work with each Manager to ensure emerging issues are correctly identified and proposed solutions are appropriate and efficient. Ensure corporate objectives are appropriately focused, adapt to changing circumstances and are implemented in a cohesive manner.
4.	In conjunction with the Deputy Director, lead, motivate and manage functional Managers, including their performance and development as appropriate, ensuring activities are conducted with maximum effectiveness and efficiency in line with Service policies and objectives. Delegate appropriate day-to-day responsibilities to the Deputy Director or the respective Functional Managers who will be responsible for the achievement of timely results to agreed standards.
5.	Actively manage performance and attendance across Corporate Services as part of the wider cultural improvement strategy. Ensure functional Managers have the necessary development, support, resources and empowerment to effectively lead, manage and review the performance of employees within their functions.
6.	Ensure functional Managers effectively manage their services, contracts, budgets and resources to enable effective delivery of organisational priorities and objectives. Agree clear targets and timescales for their functions and budget plans, ensuring they adequately and appropriately reflect the Service's objectives, policies and procedures, as well as address targets contained in the Corporate Service Plan and Integrated Risk Management Plan.
7.	Monitor Corporate Services budgets ensuring functional Managers accurately forecast annual budgets and manage expenditure effectively to ensure value for money. Ensure that Corporate Services financial information provided to the Head of Finance, Treasurer and SLB by the Functional Managers is comprehensive and accurate to enable appropriate financial decision making and governance.
8.	Ensure AF&RS responds positively to the requirements of HMICFRS, audit regimes and peer reviews. Co-ordinate a diverse range of work streams and organisational priorities, ensuring

	they are aligned and delivered within set deadlines and resources. Adapt plans and implement required changes swiftly to meet requirements. The scale of this work is significant.
9.	Be proactive in promoting the Service Mission and Values, actively leading, supporting and facilitating the implementation and delivery of Corporate Services strategies and policies.
10.	Responsible for corporate risk management ensuring there is an accurate log of risks and mitigations and that this is assessed on a monthly basis by the Service Leadership Team.
11.	The post holder may occasionally be required to contribute to leading and directing organisational critical incidents.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with the Chief Fire Officer/Chief Executive.
<b>Special Notes or Conditions:</b>	
1.	<p>AF&amp;RS requires all staff and leaders to promote equality and diversity by:</p> <ul style="list-style-type: none"> <li>ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination.</li> <li>treating members of the public and other AF&amp;RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.</li> </ul>
2.	This role is based at Police & Fire Headquarters, Portishead near Bristol. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.

8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	This is a politically restricted post in accordance with the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. This means that, unless exemption is obtained, you are restricted from certain political activities. See our policy hub <a href="#">Politically Restricted Posts (sharepoint.com)</a> (sharepoint.com) for details.

**Avon Fire & Rescue Service Core Values**

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

**Signed confirmation that this Job Description accurately reflects the requirements of the job:**

<b>Job Holder's Manager</b>		<b>Date</b>	
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**Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:**

<b>Job Holder</b>		<b>Date</b>	
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See following page for Person Specification .....

## Person Specification

<b>Job Title</b>	<b>Director of Corporate Services</b>				
<b>Post Number</b>	<b>1021</b>				
<b>Grade</b>					
<b>Qualifications, knowledge, experience, skills and personal attributes required for the job:</b>					
	<b>E=Essential D=Desirable</b>	<b>Measured by: A = Application P = Presentation I = Interview</b>			
		<b>A</b>	<b>P</b>	<b>I</b>	
<b>Qualifications/Knowledge</b>					
Relevant senior leadership qualification (e.g. MBA/MPA/MA Mgt/NVQ7/ELP (or substantial experience at an equivalent level).	E	X			
Knowledge and understanding of the corporate requirements of a public service, including people, legal, budgets, resources environmental and health & safety responsibilities.	E	X			X
Membership of a relevant professional body.	D	X			
Degree or higher qualification demonstrating intellectual capacity for analysis, data presentation and reporting.	D	X			
<b>Experience</b>					
Substantial experience at senior leadership level, (or relevant senior leadership qualification e.g. MBA/MPA/MA Mgt/NVQ7/ELP).	E	X			X
Proven senior management experience.	E	X			X
Proven experience of programme and project management.	E	X			X
Experience of interacting with Elected Members and other Politicians.	E	X			X
Experience in cultivating and working in partnerships and collaborations.	E	X			X
Experience of driving and managing change to improve organisational effectiveness.	E	X			X
Experience of developing and working in successful teams.	E	X			X
<b>Skills</b>					
Ability to co-ordinate a diverse range of work streams and organisational priorities, ensuring they are aligned and delivered within set deadlines and resources. Able to adapt plans and implement required changes swiftly.	E	X			X
Ability to understand the complexities within specialist functions, and to work with each Manager to ensure emerging issues are correctly identified and proposed solutions are appropriate and efficient.	E	X			X

Proven effective leadership, interpersonal, influencing and social interaction skills. Able to communicate, negotiate and interact effectively, orally and in writing, with people from a wide variety of backgrounds and with the media and Politicians.	E	X	X	X
Proven ability to develop and manage teams and to consult with colleagues/stakeholders.	E	X		X
Proven ability to work effectively under challenging circumstances and to meet tight deadlines, showing flexible approach to situations.	E	X		X
Proven strategic problem-solving, analytical and decision-making ability at senior level.	E	X	X	X
Ability to sensitively and effectively manage situations, with political acuity, tact and diplomacy.	E	X	X	X
Able to work as part of a strategic team and deliver positive outcomes in line with organisational objectives.	E	X		X
Able to drive with a current driving licence, or ability to arrange suitable alternative transport to travel to various work locations locally, regionally and nationally.	E	X		
<b>Personal Attributes</b>				
Commitment to the values of the Fire Authority. Willingness to accept and work to our Core Values during the course of employment. Displays ethical standards and behaves in a manner commensurate with a senior public sector role.	E	X	X	X
Authoritative, confident and fair with an approachable manner.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities. Evidence of personal development (by qualification or experience).	E	X		X
Willingness to undertake external activities in the wider FRS interest (subject to approval of the Fire Authority as appropriate).	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X