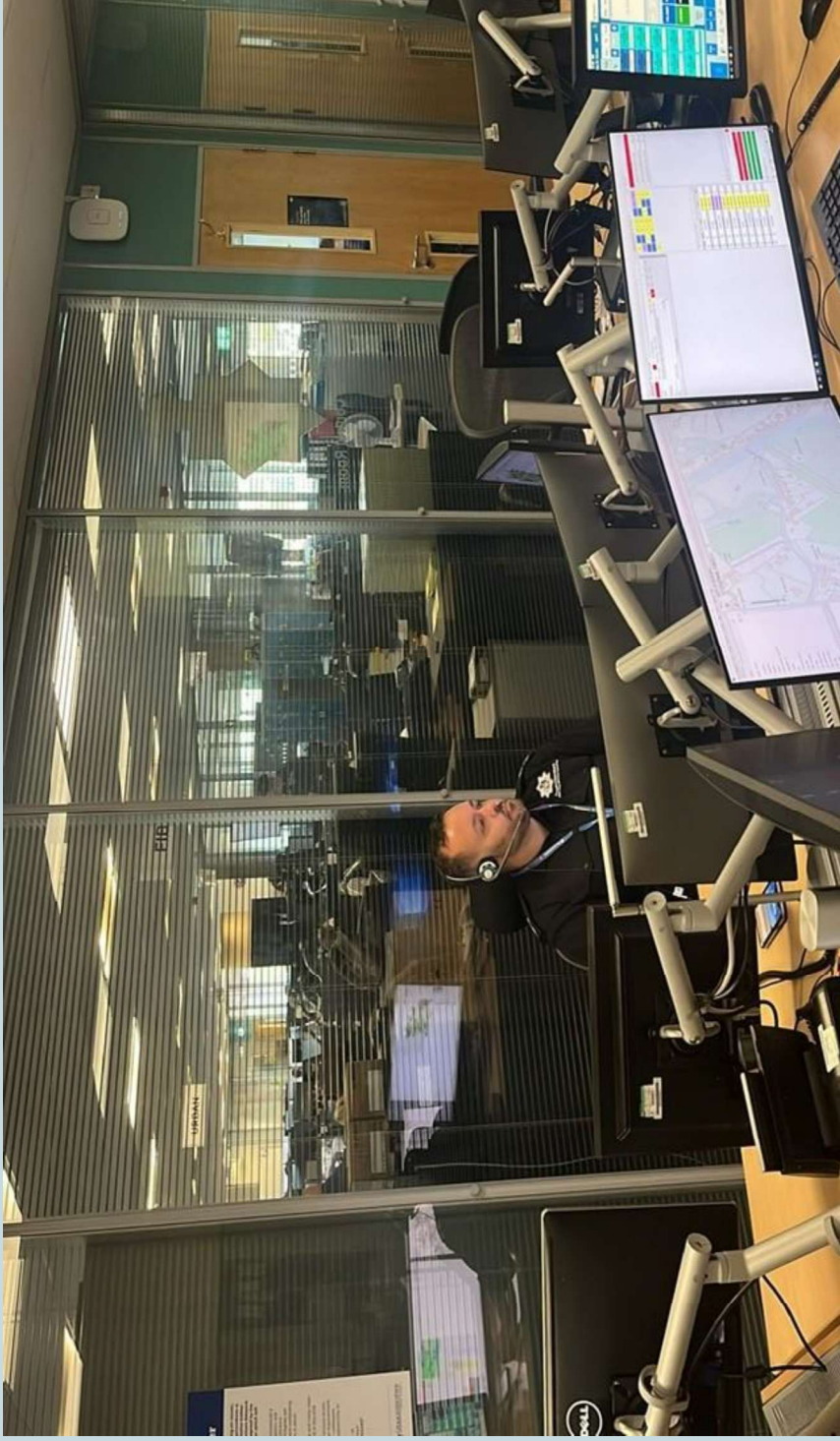


# Appointment of Substantive Crew Manager (Control)

Salary dependent on role: - £40,949 pa



We welcome applications from all sections of the community.

[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)



Gloucestershire  
**Fire and Rescue Service**  
Working together for a safer Gloucestershire

COUNTY COUNCIL

**Gloucestershire**

# Welcome

On behalf of the Strategic Leadership Team (SLT) and myself, I would like to extend a warm welcome to you from Gloucestershire Fire and Rescue Service (GFRS) and the wider Community Safety Directorate that forms part of Gloucestershire County Council (GCC). The appointment of control staff is an exciting opportunity for candidates with the right values and behaviours to join our team.

I am sure you will have reviewed our HMICFRS reports that make clear the size of the challenge ahead of the Strategic Leadership Team. GFRS has, over the last few years been in the spotlight for a variety of reasons and we recognise that in the past we haven't always got it right. Our focus now is on making sure our staff feel valued, listened to and able to contribute to the future direction of the Service. An essential part of this journey has been giving our staff a clear sense of purpose and direction with a new vision, workplace charter and the delivery of three key strategic priorities. The detail of these can be found on Page 5 of this advert. There has never been a more important time for our strategic managers to role model the right behaviours and values to create the right culture of trust for our staff, who we know are dedicated, committed and excited about the future of our Service.

We need people with drive, professionalism and high levels of integrity to help achieve our vision and to continue to deliver excellent services to our communities through a truly engaged, empowered, accountable and motivated workforce. To be successful you will need to role model our newly developed Workplace Charter with high standards of professionalism and inclusivity. Being part of the County Council means our relationship with our parent authority is extremely important and we are looking for candidates who have the ability to operate as a strategic manager across both GFRS and the local authority, placing communities at the heart of how we deliver our services.

We are committed to developing staff and supporting people to fulfill their potential. We value diversity and encourage applicants from all backgrounds and underrepresented groups. If you are a forward thinking and inclusive person, who shares a passion to develop and want to contribute to the wider fire transformation programme, then this opportunity could be right for you.

Good luck and we look forward to your application.



Mark Preece  
*Chief Fire Officer*

# About Gloucestershire

There's so much to discover and enjoy here in Gloucestershire, from the great outdoors to arts and culture, sports and socialising, to fine foods and great shopping. As well as being the gateway to the South West, we are well connected to the rest of the country and within easy travelling distance of Birmingham, Cardiff, Bristol and London. So whatever you are looking for, you are sure to find it here in Gloucestershire.

## Scenically beautiful

Over half of Gloucestershire's 1025 square miles have been designated as Areas of Outstanding Natural Beauty, including parts of the Cotswolds, the Wye Valley and the Forest of Dean. When you venture out into the countryside you will find no end of beautiful villages, picturesque hamlets and tranquil countryside.

## Diverse towns and cities

Gloucester, the County town, has plenty to offer and is everything you would expect from a vibrant, multicultural British city. It's also home to one of the finest medieval buildings in the country; its breathtaking cathedral has formed the backdrop of many scenes in Doctor Who and the Harry Potter films. From the Victorian Docks to the array of restaurants and shops at Gloucester Quays, the city is a unique blend of historic charm and modern attraction.

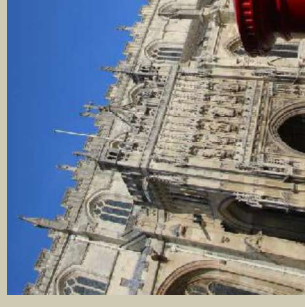
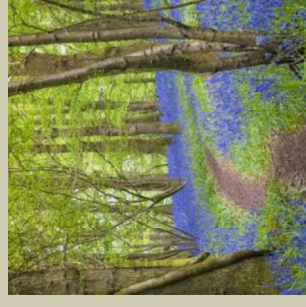
Cheltenham is the county's cultural heart, resplendent with its celebrated Georgian architecture and world renowned festivals of literature and music. The famous race course is home to the Gold Cup. Stroud is home to an award-winning farmer's market, while Cirencester is a beautiful town in the heart of the Cotswolds.

## Well connected

Thanks to excellent road, motorway and rail links, London is just two hours away and the cities of Birmingham and Bristol close by.

## But challenged

We are seen as an affluent and successful economy, which is generally true, but it is not evenly shared. Some 44,000 people live in regions on the mean multi-deprivation score of 20 per cent nationally.



# GCC overview

Over the past decade, Gloucestershire County Council has been on an important journey. We have been successful in managing our finances well so that we can invest in the areas that really matter. We have made improvements to the way we work and to the services we provide. We have tackled the issues we face today and are developing plans and solutions for the future. We are closely integrated with social care, health and ambulance to deliver a strong prevention service.

‘Building Back Better in Gloucestershire’ sets out the Council’s vision and level of ambition for the County over the next four years. More information can be found here: - <https://www.gloucestershire.gov.uk/council-and-democracy/building-back-better-in-gloucestershire/>

# GFRS overview

Gloucestershire Fire and Rescue Service is an integral part of the County Council and incorporates other community safety related services such as Trading Standards, Coroners and Safe and Social Driving. It has a current revenue budget of approximately £20.6 million.


Gloucestershire Fire and Rescue Service has 21 community fire stations with 33 frontline fire appliances strategically located across Gloucestershire. The Service has 186 wholetime firefighters, 190 on call firefighters, 21 control staff and 52 support staff.

Our focus on prevention, protection and response is carefully balanced to ensure our high standard of service delivery. Our Service aims are set out in the Community Risk Management Plan (CRMP) which can be found here: - [CRMP 2022-26](#)

# Our Mission

This was developed to set a clear direction for Gloucestershire Fire and Rescue Service to ensure our strategic priorities are achieved.

It sets out our ambitions and is underpinned by a plan for each of the 12 commitments.



**Our Mission**  
Working together for a safer Gloucestershire  
[www.glosfire.gov.uk](http://www.glosfire.gov.uk)

**Our Vision**  
To create a positive workplace culture that empowers and supports our people to provide the highest standard of community safety and emergency response services to the communities of Gloucestershire.

**Our Behaviours, Ethics and Values**  
Our Workplace Charter brings to life what the core values, code of ethics and leadership framework mean to our staff. It sets the standard for how we will behave and treat each other on a day to day basis, in order to achieve our Vision and Mission.

- Build the strongest foundations**  
Harness best practice and confidence through proactive and transparent communication  
Transform our service through continuous improvement  
Unleash the power of digital, data and technology  
Ensure innovation through effective collaboration
- Keep our communities safe through our Community Risk Management Plan**  
Provide an effective, efficient and resilient response to emergencies  
Enable people to live, 'Safe and Well' through targeted prevention activity  
Enable safer buildings, businesses and targeted protection activity
- Lead a sustainable and thriving Service**  
Ensure our people are well trained, properly supported and effective of our communities  
Ensure best value through effective financial planning  
Provide quality business and equipment  
Ensure continual and sustained improvements in performance



Useful Links

[Core Code of Ethics](#)

[GFRS Website](#)

# Workplace Charter

Our Workplace Charter sets the standard of behaviour and conduct for our staff on a day-to-day basis, ensuring everybody feels valued and respected. We are focused on bringing greater diversity across the Service and developing a culture where everyone demonstrates our values and is able to speak up when things are not right.

## Workplace Charter

Our behaviours, ethics and values



### I will:

#### Accountability

Consistently take accountability and responsibility for my behaviour, decisions, and actions  
Be responsible for the health and safety of myself and others

#### Empowerment

Take responsibility for the development of myself and others  
Share my ideas and vision to positively improve the Service

#### Dignity and Respect

Acknowledge my own unconscious bias, celebrate and treat people with respect  
Create an environment where everyone has an equal voice, is heard and all perspectives are considered

#### Excellence

Understand how my role contributes to the aims of the Service  
Take responsibility for improving myself and others performance and always learn from my mistakes

#### Putting Communities First

Commit to and understand my responsibility for safeguarding in my community  
Take an active role in understanding my local community and its risks

#### Integrity

Act as a professional, with integrity. Build a trusted and expert presence within the community  
Be empathetic and compassionate, offering support to those who need it

#### Equality, Diversity and Inclusion

Bring my authentic self to work and act as a role model to my colleagues and communities  
Support underrepresented groups and remove barriers to their joining our Service

#### Leadership

Communicate information to people that is clear, relevant and timely and promote two-way conversation  
Recognise, challenge and educate others when I witness inappropriate behaviour

#### Our Core Code of Ethics

- Dignity and Respect
- Integrity
- Equality, Diversity and Inclusion
- Leadership
- Putting Communities First

#### NFCC Leadership Framework

- Personal Impact
- Organisational Effectiveness
- Outstanding Leadership
- Service Delivery

# Job title: Crew Manager (Control)

Salary: Competent £40,949

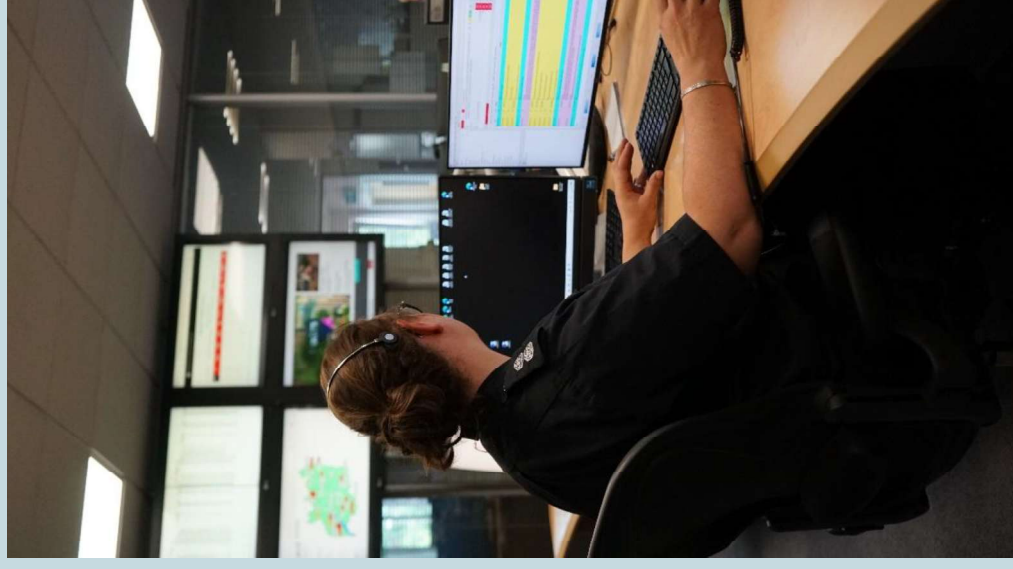
As a Crew Manager in Gloucestershire Fire and Rescue Service, you will be working to the NJC role map for Crew Manager (Control) and be a key member of the Service's Leadership Team.

You will need to be an inspirational, forward thinking and innovative leader with a strong focus on community outcomes. You should be confident in your ability to inspire individuals and teams to deliver continuous improvement in everything we do. You should be confident in engaging with a wide range of partners to ensure that Gloucestershire County Council coordinates and maximises the potential of all public services across the county.

You must be highly motivated to drive an agenda of transformational change that will ensure that GFRS continues to maximise every opportunity to improve our community safety and emergency response services to the communities of Gloucestershire. The role and the future success of the organisation will require a leader who is an innovative and creative problem solver who can take people with them on a journey of improvement. You should be progressive, resilient, and willing to make decisions and encourage decision making at the right level, supporting a true empowerment culture.

The requirements of the role will mean that you will be expected to demonstrate commitment to the values of the service and council, encourage all those that you manage and work alongside to do the same. Applications are welcomed from grey book competent Control operators or above.

The role will be subject to the NJC Scheme of Conditions of Service Sixth Edition 2004 (updated 2009).



The post of Crew Manager is fully aligned with elements of the NFCC Leadership Framework.

The ideal candidate will need to evidence their relevant experience, knowledge, values and behaviours and development and improvement throughout the process.

#### Essential

- A strong desire to develop themselves, others and the Fire and Rescue Service with the ability to evidence this.
- A good understanding of the NFCC Leadership Framework.
- Be a competent Control Operator

#### Relevant Experience

- Experience in successfully leading, monitoring and supporting staff in managing fire service emergency incidents.

#### Values and Behaviours

- Demonstrate an understanding and commitment to the organisations core values and the national fire and rescue service Core Code of Ethics.
- The ability to demonstrate high personal and professional standards, trust and personal accountability.
- Communication – Encourages open communication and actively listen to, encourage different points of view and value others contributions.
- A commitment to leading cultural change and transformation within teams.
- An ability to form positive and strong relationships with staff and partners.

#### Development

- Able to demonstrate self-awareness, commitment to continuous personal and professional development and organisational learning.
- Support the development of teams and individuals.
- An ability to influence, motivate and develop others to achieve GFRS objectives and drive improvement.
- Able to embrace, encourage and embed change through adopting an innovative approach.

In order to be eligible to apply for this role, you must meet the following criteria at the point of application:

- Be a competent control operator.
- Be eligible to live and work in the UK without restrictions.
- Not have any live formal disciplinary sanctions.
- Not be in a formal capability process.
- Hold a valid UK driver's license.
- Be medically fit to undertake the role.

#### Special considerations:

- A current DBS check will be required prior to appointment (external candidates).
- The post may involve travel throughout the county.
- Appointments subject to reference checks (external candidates).

# Appointment process

## The Application Process

The applicant will complete an On-line Application Form and in addition upload a **Personal Impact Statement** relating to each of the four quadrants of the **NFCC Leadership Framework, Leading Others, using the template provided in the advert. This has a word count of 500 per leadership quadrant. PLEASE NOTE NO CV IS REQUIRED.**

## The Recruitment Process

Successful applicants at shortlisting will then be requested to attend an VCA evaluations online where you will take part in several exercises, designed to look at your values and leadership skills.

Successful Applicants at evaluation will then be invited to take part in a role related interview.

The successful candidates will be offered the current available Crew Manager positions.

For further information regarding the role please contact [janet.williams@glosfire.gov.uk](mailto:janet.williams@glosfire.gov.uk)

To apply for the role please visit our [Recruitment Website](#) to apply on line

**Closing date for applications – 4<sup>th</sup> May 2026 at 17:00**

**Shortlisting – 5 -7<sup>th</sup> May 2026**

**VCA Evaluations – 27<sup>th</sup> -28<sup>th</sup> May 2026**

**Evaluation Week – W/C 29<sup>th</sup> June 2026**

**Interviews – 6<sup>th</sup> -15<sup>th</sup> July 2026**

[www.glosfire.gov.uk](http://www.glosfire.gov.uk)

GCC Appointment - Control