



**Essex County
Fire & Rescue Service**

Director of Service Delivery – Assistant Chief Fire Officer

Recruitment information pack



essex-fire.gov.uk



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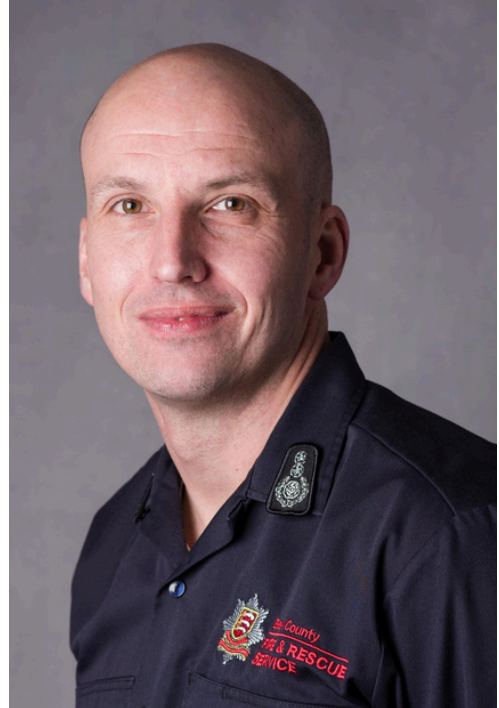
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Welcome from CFO Rick Hylton

Thank you for your interest in joining Essex County Fire and Rescue Service.

At the heart of everything we do is our mission: Making Essex safer **together**. It's a simple statement, but it reflects our shared commitment to protecting lives, supporting communities and working collaboratively to reduce risk.

Over the past year, we've made significant progress. We responded to over 16,000 incidents, carried out 10,000+ protection inspections and delivered safety advice to thousands of businesses and households. We welcomed 170+ new colleagues across all parts of the Service and launched new partnerships like our waterside responder scheme with the RNLI.



We're also seeing real results from our prevention work. Fires are down by 12%, accidental dwelling fires by a similar amount, and fire-related injuries have dropped by 30%. That means fewer people being harmed - and that's why we do what we do.

This year, we launched our Community Risk Management Plan (CRMP) - developed with our people, partners and communities. It sets out the key risks facing Essex and how we'll respond over the next five years. It's a bold plan, and a clear commitment to continuous improvement.

We've also continued to invest in our people, training and equipment. We've opened new Fire Cadet units, supported charities, piloted HMICFRS's new inspection framework and led the way in areas like safeguarding and community engagement.

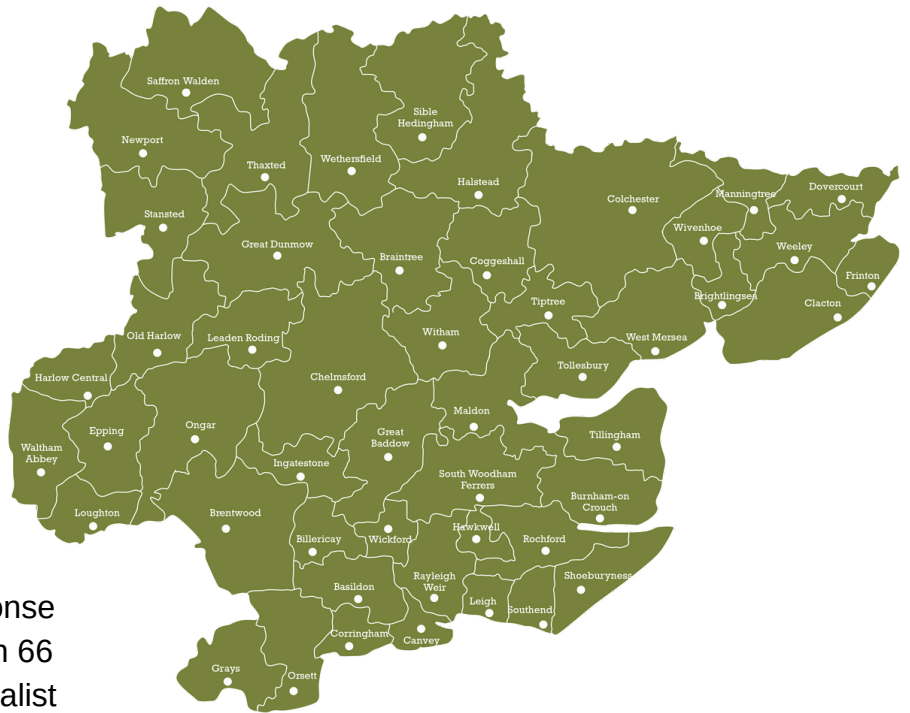
We're proud of how far we've come and we're looking for values-led leaders to help take us even further.

Rick Hylton
Chief Fire Officer / Chief Executive
Essex County Fire and Rescue Service

About us

Essex County Fire and Rescue Service is one of the largest fire and rescue services in the country, serving 1.88 million residents over a county of 1,420 square miles. It is the third-most populous county in England.

We employ approximately 1,500 people, and provide prevention, protection, and emergency response services from 50 fire stations with 66 fire engines and a range of specialist vehicles. We also host one of the 20 Urban Search and Rescue (USAR) facilities and teams that are strategically located across England.



Our core services are focused on our statutory duties to prevent, protect and respond to fires and other emergencies. They are informed and shaped by our analysis of risk, and we align our resources and focus our activities on the areas of greater risk.

We have a strong focus on safeguarding, making sure we work closely with our partners. Our people know how to spot safeguarding concerns and take correct action to protect the most vulnerable within our communities. We are committed to mitigate the risks of harm or greater harm at the earliest of opportunities.

We host a National Resilience USAR team which includes multiple specialist national assets that can be deployed locally regionally or nationally to provide bespoke equipment and skills to complex incidents.

Our fire engines are deployed to meet daily demands and provide resilience and capacity to handle occasional large-scale incidents or multiple, smaller incidents simultaneously.



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Mission, values and behaviours

Our values make sure we put communities at the heart of all we do. They align with the national Core Code of Ethics and set the expected standards of behaviour from all our people.

PFCC vision

Safe and secure communities are the bedrock on which we build success and well-being for all.

Our mission:
Making Essex safer **together**.

Our values

Our values are a set of guiding principles which set the tone for how we will work with each other, our partners, and most importantly our communities. We value:

- Professionalism
- Inclusion
- Teamwork
- Courage
- High Performance

Our behaviours

The difference we make in and for our communities is driven by our behaviours. Our behaviours are:

- Do what is right for the people we serve.
- Be accountable for the performance of my team.
- Communicate positively and actively listen.
- Do what I say I will or explain why I have not.
- Inspire, empower, and help others to succeed.
- Prioritise my wellbeing.
- Promote and role model inclusion.
- Seek feedback and listen to improve.
- Set realistic goals and celebrate success.
- Speak up when something feels wrong.



NFCC Core Code of Ethics

The Core Code of Ethics supports a consistent approach to ethics, including behaviours, by services in England. They are intended to improve organisational culture and workforce diversity of services, ensuring communities are supported in the best way

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

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The advert

Job title: Assistant Chief Fire Officer – Director of Service Delivery

Grade/Role: Brigade Manager

Reporting to: Chief Fire Officer

Responsible for: Prevention, protection and response policy

Salary: c.£124,000 per annum

Location: Service HQ, Kelvedon

Closing date: Midday, Monday 2 June 2025

This is a rewarding opportunity to join the Executive Board of one of the country's largest and most progressive fire and rescue services. As Assistant Chief Fire Officer - Director of Service Delivery, you will provide strategic leadership to our prevention, protection and response functions, playing a key role in how we deliver for the people of Essex now and in the future.

We've also launched our new Community Risk Management Plan (CRMP), setting out priorities and the risks facing our communities over the next five years. As Director, you'll lead its implementation - turning strategy into action and making a real difference across Essex.

Working collaboratively with colleagues, partners and communities, you'll ensure our operational services are efficient, effective and inclusive. With the support of our Assistant Directors, you'll shape and deliver strategy, drive innovation and lead continuous improvement all while championing a culture of safety, support and high performance.



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The right person

Transformation-orientated, inclusive, and a positive contributor to change, you will be able to build strong relationships with internal and external key stakeholders and be truly committed to a collaborative approach with our partners.

You will be skilled at influencing and able to recognise the contribution of all, valuing the people that deliver for our Service. You will also be able to demonstrate experience of managing resources and budgets at a senior level as well as delivering strategic programmes of work, including sponsoring and influencing major programmes of change.

You will have a keen understanding of social, economic and political environments together with a track record of encouraging and developing innovative solutions to complex issues while maintaining your own personal confidence and resilience as well as that of others.

We are strong believers in recruiting people with a positive and inclusive attitude, committed to continuous improvement. These attributes are essential in our Director of Service Delivery, as you will act as a role model to all within our Service.

You will have previous experience within a Fire and Rescue Service working at Area Manager or Brigade Manager / Assistant Chief Fire Officer level. Operational experience is essential as is proven experience of commanding operational incidents. You will have relevant accreditation (e.g. MAGIC/ICL4) to be qualified to take responsibility for strategic (gold) command during a major incident or civil emergency .

The role is employed on the continuous duty system (Gold level officer) and you will be required to respond at all times.

Support with travel can be discussed for the successful candidate, and the successful candidate will be eligible to a relocation package, if required.

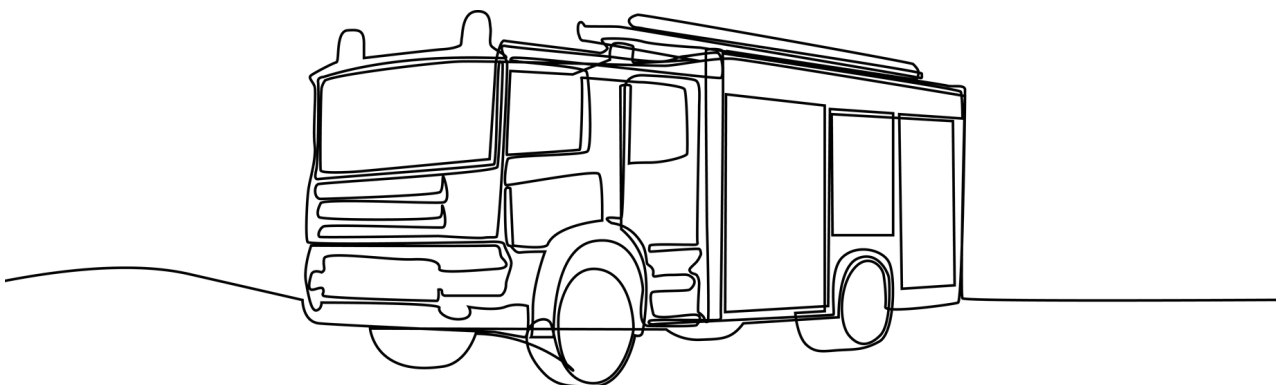
The role

To protect and save life, property and the environment by providing strategic leadership for our prevention, protection and response services. Shape and direct the activities of the Service. Proactively collaborate with partners to ensure best outcomes are delivered for the public of Essex.

Main duties and responsibilities:

To deliver activities against organisational policy which support our core mission of making Essex a safer place to work, live and travel:

- Responsible for effective/ efficient and safe delivery of response services ensuring legal duties are achieved and identified performance measures met.
- Responsible for effectively discharging responsibilities under the Fire Safety Act 2005 including the discharging of duties under the Building Safety Regulator and subsequent changes arising from the Fire Safety Bill.
- Responsible for the effective discharging of legal responsibilities to prevent harm to the public through prevention activities inc compliance with Children's Act and safeguarding
- To ensure risk information is relevant, accurate and available to crews and effective arrangements are in place for exercising and familiarisation of known risk
- To ensure effective relationships with other Category 1 responders and the principles of JESIP and Joint Operational Procedures (JOP) and National Operational Guidance are embedded within the Service
- To act as principal advisor to the Chief Fire Officer (CFO) on matters of operational service delivery



The role (continued)

- Develop, implement and deliver the strategies of the organisation, ensuring the strategies of the directorate meet current and future ECFRS needs and achieve continuous improvements in service delivery for Prevention, Protection, and Response services. Develop plans and strategies for ECFRS, and contribute to the development of local and national strategy and plans.
- Develop risk management initiatives and controls that reduce community and firefighting risk and deliver a comprehensive annual assurance of reduction in risk to communities and competence of staff.
- Develop, review, maintain and implement operational policy that ensures the effective delivery of a safe system of work in the operational environment.
- Negotiate and consult on issues affecting the competent delivery of Prevention and Protection including technical fire safety regulation and collaboration.
- As a member of the Executive Officer rota, take command at Operational Incidents and ensure that procedures for communicating at incidents are followed.
- Work in partnership with the Police, Fire and Crime Commissioner, local authorities and other agencies to ensure effective development of partnership working and compliance with fire safety legislation, Civil Contingency Act and Fire and Rescue Services Act and the continued adoption of good practice.



The role (continued)

- Manage resources to ensure maximum quality of service and availability for delivery of prevention, protection and response. Consider whether collaboration with partner agencies is a means of achieving this.
- Develop and maintain National capabilities (USAR, IRU, HVP and DIM availability)
- Effectively lead direct reports, managing and developing self and others to improve personal and team performance and achieve the Fire and Rescue Plan, directorate and ECFRS objectives.
- Manage the efficient and effective use of physical and financial resources to support activities and to deliver directorate and ECFRS strategy.
- Be a role model for effective and positive inclusive leadership behaviour that is outcome focused and future- and transformation-orientated.
- Work with the CFO to effectively manage internal and external relationships, ensuring effective working with other members of the Leadership team and all Service directorates in order to support the Service Strategy and cross department working, maximising client service.
- Responsible for the effective management and timely resolution of people management issues which may include acting as an investigating officer or hearing manager.
- Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

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Eligibility

To be eligible to apply for role, you must:

- be a substantive Area Manager / Assistant Director (or equivalent) within a UK Fire and Rescue Service
- hold Incident Command Level 4 and Emergency Response Driver qualifications, and have successfully completed all other relevant operation assessments and compulsory courses, and are competent in your current role
- be able to travel around the county as required, to visit all ECFRS fire stations and sites
- not be subject to any current live disciplinary or performance warnings, nor be subject to any informal management for reasons of conduct or performance
- have a valid and current FiTech of 36.8 VO2 max, or be actively engaged in a programme of fitness agreed under the Fitness policy

If you are an internal candidate, you are expected to have discussed your application with your line manager and confirmed with them there are no outstanding issues of conduct or performance. This will be verified prior to shortlisting.



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Application process

Please fill in the short online application form with your personal details and upload your CV. You can submit this as a Word document, PDF, PowerPoint, MP3 (voice note), or MP4 (video).

If you'd like to, you can also attach additional documents, such as qualifications or a personal statement.

The closing date is midday, Monday 2 June 2025

After we receive your application, we may be in touch to have a brief phone call about your eligibility and career background.



Application process (continued)

Stage 1

Shortlisting through review of CVs and eligibility conversations

Stage 2

Presentation and panel interview (chaired by Rick Hylton, Chief Fire Officer)

Safeguarding discussion

Stakeholder panel discussion

We expect the assessments to take place on Friday 20 June 2025 at our Service HQ, Kelvedon Park, Essex. Candidates travelling from outside the county of Essex can claim travel reimbursement.

You can see the NFCC Leadership Framework here: https://nfcc.org.uk/wp-content/uploads/2023/08/NFCC_Leadership_Framework_Final.pdf

And guidance around the Code of Ethics here: <https://www.essex-fire.gov.uk/our-strategies-plans-and-reports>



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Disability Confident

We are an equal opportunities, Disability Confident, employer who welcomes applications from everyone and values diversity in our workplace.

A commitment to promoting diversity and developing a work environment where all staff are treated with dignity and respect is central to our recruitment process and all applications will be considered solely on merit.

As part of our offer to support all our candidates to perform to the best of their abilities during our recruitment and selection processes and we would like to let you know about a couple of support options you can access, should you wish to, including our employee forums, who are keen and willing to support all of our potential colleagues.

Further to the above, the Service has a Digital Accessibility Inclusion Group (DAIG) that supports all colleagues to improve their digital skills and provides additional support and guidance to colleagues with neurodivergent strengths and struggles as a result of dyslexia, ADHD, Autism, dyspraxia etc.



We want everyone to thrive at work, and so we encourage and enable people to access digital tools to help them perform at your best. The DAIG is a group of colleagues from across the Service that unite to support others as a result of their lived experience and desire to make a difference. They support people with a range of visible and invisible disabilities to identify and access digital workplace adjustments and solutions and may be able to assist with your application too.

You can find out more about Essex County Fire and Rescue Service via essex-fire.gov.uk including information about all our vacancies, application processes and benefits.

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Safeguarding

Essex Police, Fire and Crime Commissioner Fire and Rescue Authority is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

It is our policy to require all applicants for employment to disclose if you are currently being investigated by any regulatory body or have any decisions or sanctions pending or in progress in respect of your suitability to work for the Service.

You agree to inform the Service within 24 hours if you are subsequently investigated by any agency or organisation in relation to concerns about your behaviour towards children, young people or vulnerable adults.

The information you provide will be treated as strictly confidential and will be considered only in relation to the appointment for which you are applying.

This role will be subject to a Disclosure and Barring Service (DBS) check.



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Any other questions?

If you'd like to have an informal discussion about the role with Chief Fire Officer Rick Hylton, or have any questions about the role or process, please contact Maria Jadersten, Executive Support to the CFO, by emailing maria.jadersten@essex-fire.gov.uk

You can raise any queries or requests for support, including any adjustments you require, at any stage of the process via this confidential form <https://forms.office.com/r/yDc5kvm0AU> or by email to recruitment@essex-fire.gov.uk

For all general queries, please contact recruitment@essex-fire.gov.uk

Find out more about our Service at essex-fire.gov.uk

