

Wholetime Crew Commander

Department:	Justice and Home Affairs (JHA)
Section:	States of Jersey Fire and Rescue Service (SJFRS)
Reports to:	Watch Commander
JE Ref:	JHA1108
Grade: FRCC 1 -2	JE Date: 31/01/2023

Job purpose

Crew Commanders are Firefighters in charge of a crew and a Fire appliance. Responsible for providing visible leadership to a crew, leading the work of teams and individuals to achieve their objectives and championing the Government and SJFRS's vision and values on day-to-day matters. Ensuring the efficient use of resources, monitoring individuals' wellbeing as well as assessing, developing and managing their competency and performance. Working as part of a team and with partner organisations with the ability to carry out tasks individually, adhering to Government guidelines and SJFRS operational command and procedures.

Crew Commanders are responsible for ensuring that they and their crew are prepared for effective operational response, ready to resolve fire and rescue operational incidents within a wide range of emergency situations with the aim to save and preserve endangered life. They act as a Bronze Commander at the operational level, commanding single or multiple units where necessary as well as taking a role within the Incident Command team at more significant incidents. Acting as a subject matter expert or advisor to other incident Commanders, and deputising for the Watch Commander in periods of absence.

Crew Commanders lead the delivery of engagement and enforcement activity within the community to prevent and protect by interacting with individuals, groups and the wider community to provide information, advice and guidance to improve health, safety and wellbeing to prevent emergencies.

Job specific outcomes

General Outcomes

FF1	Inform and educate your community to improve awareness of safety matters	Frequency / Risk
D1	<ul style="list-style-type: none"> Manage and deliver sessions to promote safety and to educate the community to improve awareness of fire and rescue safety matters and the role of SJFRS. 	Often / major (77 workplace courses 2021)
D22	<ul style="list-style-type: none"> Organise, co-ordinate and deliver educational programmes to 	Often / major

	youth and vulnerable groups.	(42 school visits 2021)
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FF8	Contribute to safety solutions to minimise risks to your community	Frequency / Risk
D12	<ul style="list-style-type: none"> Organise the processing of information on risk and resources in the community. 	Often / catastrophic (136 home visits / 5 vulnerable person 2021)
D14	<ul style="list-style-type: none"> Organise fire safety inspections and outcomes to minimise risks to people, property and the environment. 	Often / major
	<ul style="list-style-type: none"> Carryout enforcement activities where there is failure to comply with regulatory requirements. 	Sometimes / major
D21	<ul style="list-style-type: none"> Undertake project management tasks, within the remit of responsibility, in line with appropriate methodologies. 	Sometimes / moderate

WM1	Lead the work of teams and individuals to achieve their objectives	Frequency / Risk
	Plan and supervise the work of teams and individuals, ensuring understanding and adherence to organisational values, procedures, policies and objectives including to:	Always / major
	<ul style="list-style-type: none"> Assess the work of teams and individuals against their prescribed standards of performance in their completion of the tasks you have allocated. 	
	<ul style="list-style-type: none"> Provide feedback to teams and individuals on their work, either proactively or on request, ensuring it is timely and constructive to improve performance. 	

WM2	Maintain activities to meet requirements	Frequency / Risk
D11.	<ul style="list-style-type: none"> Maintain activities to meet requirements. Ensuring operational readiness of equipment by co-ordinating and monitoring regular testing and maintenance of equipment, following the relevant procedures and standards. 	Always / major
	<ul style="list-style-type: none"> Maintain healthy, safe and productive working conditions, ensuring the safe and efficient operation of Service premises. 	
	<ul style="list-style-type: none"> Make recommendations for improvements to work activities, supporting and embed organisational change among team members. 	

WM3	Manage information for action	Frequency / Risk
	<ul style="list-style-type: none"> Gather required information from a range of sources to meet specified objectives. 	Sometimes / major
	<ul style="list-style-type: none"> Inform and advise others by proactively providing information and advice within your own areas of responsibility and authority. 	
	<ul style="list-style-type: none"> Contribute to the development of policies and procedures relating to their particular area(s) of expertise / reference. 	

WM4	Take responsibility for effective performance	Frequency / Risk
D2.	<ul style="list-style-type: none"> Take responsibility for effective personal performance in fire and rescue. Adhering to continual assessment for safety critical performance in addition to quarterly evidencing or competency and annual assessments. 	Always / major
D3.	<ul style="list-style-type: none"> Establish and maintain effective working relationships with people Develop your own skills to improve your performance 	
D33.	<ul style="list-style-type: none"> Complete a range of advanced ICT tasks. Reporting and recording accurate and timely information. 	
D28. / J3.	<ul style="list-style-type: none"> Drive, check and ensure safe operation of fire and rescue service vehicles. Drive / manoeuvre other vehicles in emergency circumstances or where agreements exist. 	Sometimes / major

WM5	Support the development of teams and individuals	Frequency / Risk
	<ul style="list-style-type: none"> Plan and contribute to the identification of training and development needs and skills gaps for both individuals and teams and seeking opportunities to address these. 	Often / major
	<ul style="list-style-type: none"> Contribute to planning the development of teams and individuals. 	
D13.	<ul style="list-style-type: none"> Contribute to development activities. Support the delivery of improvement or development plans where training, skills or behaviour needs are identified. Including mentoring and teaching classroom and practical based sessions where qualified to do so. 	
	<ul style="list-style-type: none"> Contribute to the assessment of teams and individuals against development objectives. 	

WM6	Investigate and report on events to inform future practice	Frequency / Risk
	<ul style="list-style-type: none"> Gather information to support the investigation of an event including written, verbal or statistical information from internal and external sources. 	Often / major

	<ul style="list-style-type: none"> Report the findings and conclusions of an investigation, presenting information with supporting arguments, rationale and factual data. 	
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WM7	Lead and support people to resolve a broad range of operational incidents	Frequency / Risk
D9.	Carry out roles and responsibilities, within the incident command system (i.e., Crew Commander / Level one Incident Commander in charge of an appliance, which may include special appliances), alongside other agencies during fire and operational incidents.	Always / catastrophic
	Plan action to meet the needs of the incident.	
	Implement action to meet planned objectives.	
	Close down the operational phase of incidents.	
	Debrief people following incidents.	
Incidents may include:		
D7	<ul style="list-style-type: none"> fire and rescue operational incidents. 	Always / catastrophic (151 fire responses, 2020)
Respond and provide resolution or support to:		
D26	<ul style="list-style-type: none"> incidents involving missing people. 	Often / catastrophic (45 traffic collisions in 2020)
J2	<ul style="list-style-type: none"> incidents involving road traffic collisions. 	
D29	<ul style="list-style-type: none"> water rescue, including inshore water rescue within three nautical miles of the Islands coasts. 	
Respond and provide resolution to:		
J1	<ul style="list-style-type: none"> cliff rescue incidents, as the sole provider on the Island. 	(Sometimes / catastrophic (427 non-fire emergency responses in 2020))
Respond and provide resolution or support to:		
D18	<ul style="list-style-type: none"> rescues involving unstable ground, including sub-surface and confined space rescues. 	
D31	<ul style="list-style-type: none"> fires on board and/or medical assistance required on vessels on shore or at sea. 	
D19	<ul style="list-style-type: none"> incidents requiring technical rope rescue skills. 	
D25	<ul style="list-style-type: none"> incidents requiring National Resilience capabilities, including Chemical, Biological, Radiological, Nuclear (Explosives), Urban Search and Rescue, High Volume Pumping, Command and Control (Enhanced Logistics Support). 	Rarely / catastrophic
Respond and provide support to:		
D32	<ul style="list-style-type: none"> high-threat and hostile incidents such as terrorist attacks. 	Often / major
Respond and provide resolution or support to:		
D17	<ul style="list-style-type: none"> incidents involving moorland, and coastlines. 	
D24	<ul style="list-style-type: none"> incidents involving Bariatric Casualties. 	
D27	<ul style="list-style-type: none"> calls for assistance for person/s involved in a 'fall' incident. 	Sometimes /

D30	<ul style="list-style-type: none"> floods. 	major
Respond and provide support to:		
D23	<ul style="list-style-type: none"> calls for assistance from social services (i.e., with supervision, engaging with requests for fire safety advice in safeguarding concerns/responding to mental health incidents whereby access and/or talking down of the individual is required). 	Sometimes/moderate
Respond and provide resolution or support to:		
D20	<ul style="list-style-type: none"> incidents involving large animals. 	Rarely / minor
Respond and provide support to:		
D34	<ul style="list-style-type: none"> mortuary activities in emergency situations. 	

WM11	Respond to poor performance in your team	Frequency / Risk
	<ul style="list-style-type: none"> Help team members who have problems affecting their performance. 	Often / major
	<ul style="list-style-type: none"> Contribute to implementing disciplinary and grievance procedures. 	

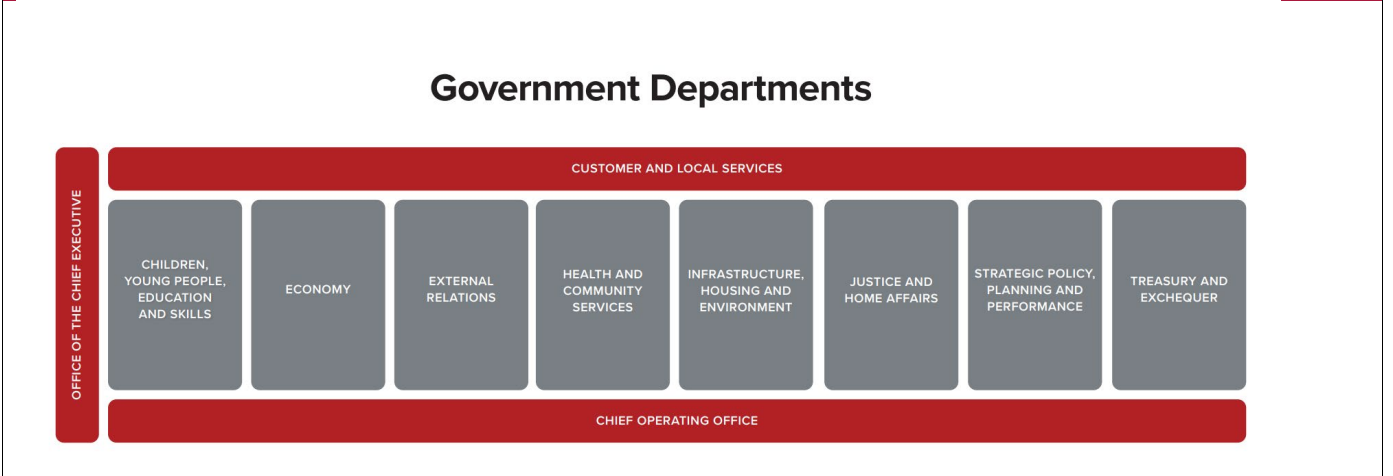
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.
 This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

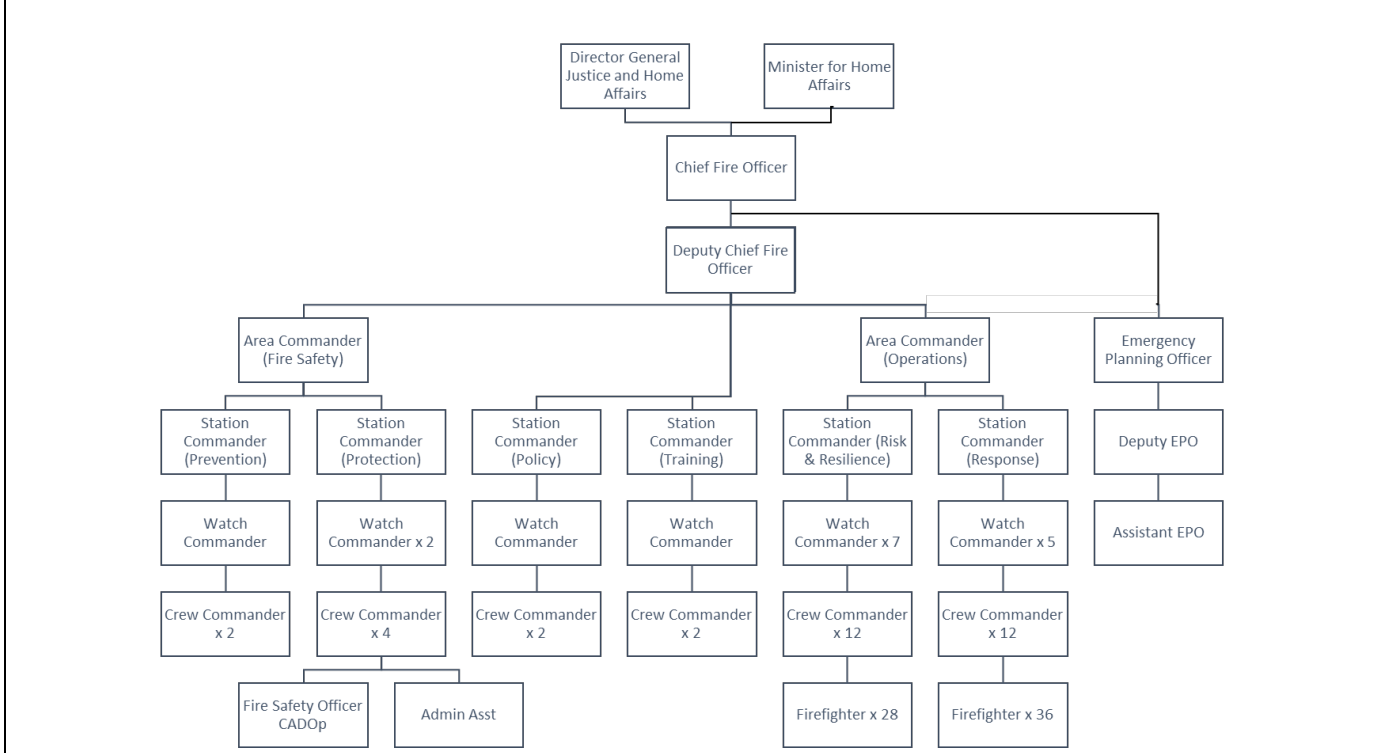
Services

- Fire and Rescue Service
- Bronze Command

Organisational structure



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard. It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

Qualifications

Please state the level of education and professional qualifications and / or specific occupational training required.

Level	Qualifications	Competencies
Crew Commander	<ul style="list-style-type: none"> Successful completion ongoing revalidation of Incident level 1, SFJ Level 3 (QCF level 3). QCF Level 3 Qualification in Management and Leadership (CMI Level 3). Institution of Fire Engineers Level 3 Certificate. QCF level 4 diploma in Fire Safety (Fire Inspector) (Fire Safety roles). 	<p>National Fire Chiefs Council Leadership Framework the 'Leading Others'</p> <p>GOJ Tier 5 accountabilities and behaviours</p>

	<ul style="list-style-type: none"> • Emergency Fire Appliance Driving (equivalent to SFJ Level 3 Award in Emergency Response Driving High-Speed), • RYA Level 2 Power Boat • Managing Safely certificate (IOSH) • All Crew Commanders, once appointed, must undertake an in-house 2 day 'Helms' course to enable them to take charge of any incident that requires the Services Inshore Rescue Boat. Once completed and assessed, they become a 'Coxwain' or 'Helm' of the Boat, equivalent in nature to a RNLI 'D' Class Helm. <p>Successful completion of the following are also desirable:</p> <ul style="list-style-type: none"> • CBRN Operational Commander Course • Hazardous Materials First Responder Course 	
<p>Crew Commanders Instruction</p>	<p>All Crew Commanders provide instruction in one of the following areas and require the relevant instructor qualifications:</p> <ul style="list-style-type: none"> • Water Rescue (Inshore and inland) Instructor - RYA Level 2 Power Boat Instructor Course. • Emergency Fire Appliance Driving Instructor - SFJ Awards Certificate of Achievement in Emergency Response Driving Instructor • Aerial Ladder Platform Instructor • Physical Training Instructor (Level 2 Certificate in Fitness Instructing-Gym) • Breathing Apparatus Instructor • Tactical Ventilation Instructor • Fire Behaviour Training Instructor • Road Traffic Collisions Instructor • Rope Rescue Instructor – Rope Rescue Technician • First Responder Emergency Care Instructor - Level 3 First Response 	

	<p>Emergency Care (FREC)</p> <ul style="list-style-type: none"> • Urban Search & Rescue Instructor • Breathing Apparatus Technician <p>Some Crew Commanders are also expected to undertake the role of 'Lead Instructor,' liaising directly with the head of the reference to understand budget restraints, align and promote Services strategic direction for the reference and ensure reference instructors CPD is up to date.</p>	
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Knowledge

*This relates to the level and breadth of practical knowledge **required** to do the job (e.g., the understanding of a defined system, practice, method or procedure).*

K2.	<p>An understanding of SJFRS's wider role and purpose. Including:</p> <ul style="list-style-type: none"> • The principles of fire safety and fire engineering, particularly their application in the operational environment. • An understanding of the Island's challenges, the Council of Ministers' priorities, Government Plan and JHA Business Plan and how, within the context of the One Government design, the SJFRS and JHA more widely contribute to each. • An awareness of the work and current findings of His Majesty's Inspectorate of Constabulary and Fire and Rescue Services. • A comprehensive knowledge of all laws and subordinate legislation affecting Fire and Rescue operations, Fire Safety and Emergency Planning.
K3.	<p>An awareness of the SJFRS in the operational context including laws, policies and best practice and its range of activities across prevention, protection and response.</p>
K4.	<p>An awareness of the important of, and commitment to, protecting our environment.</p>
K5.	<p>An understanding of the involvement of the fire and rescue service in providing medical intervention and safeguarding of vulnerable adults and children.</p>
K6.	<p>An understanding of the importance of maintaining physical and mental wellbeing.</p>
S13.	<p>Is prepared to wear ballistic personal protective equipment (BPPE)</p>
	<p>Knowledge of local road safety regulations, main Island network roads.</p>
	<p>All Crew Commanders require knowledge / training in the following:</p> <ul style="list-style-type: none"> • Emergency Fire Appliance Driving (EFAD) • Co-responding • Rope Rescue • Water Rescue • Urban Search and Rescue (USAR)

	<ul style="list-style-type: none"> • Marauding Terrorist Attack (MTA)
	<p>Selected Crew Commander require knowledge / training:</p> <ul style="list-style-type: none"> • Trauma Risk Management Practitioner (TRiM) • Marine Incident Response Group (MIRG)* • Chainsaw use • Drone operations • Fire Investigation
	Understanding of broad business concepts such as strategy, planning and risk management.

Technical / Work-based Skills

This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.

	All Crew Commanders require the following technical / work-based skills:
S11. / S15	Holds a full category C (Heavy goods / HGV) driving licence and competence in Emergency Fire Appliance Driving (EFAD) response driving in car, medium goods, 4 x 4 training, trailer handling (category E), heavy fire appliances, other emergency vehicles and effective navigation skills.
	Able to operate an Aerial Ladder Platform. Crew Commanders that provide instruction require additional qualifications (please see above).
	Able to administer first-aid skills acquired from a first-aid qualification and a minimum standard of Level 2 First Response Emergency Care (FREC). Crew Commanders that provide instruction require the additional qualifications (please see above).
S7.	Able to work at height.
	Able to undertake technical rope rescues, having undertaken the appropriate in-house technical rope rescue training, including the rigging and operation of full systems for raising, lowering and highline rescues. Crew Commanders that provide instruction require additional qualifications (please see above). They also act as Edge Safety Officer at all height rescue incidents which takes on the role as Operations Commander under the direction of the incident commander.
S8.	Able to operate in or around water during flood response and/ rural rescue.
S12.	Able to swim for the purpose of performing water rescues both inland and at sea. Trained Water Rescue Swimmers (can undertake all types of water rescue and search operations in deep and/or moving water, including swim rescues) - training guidelines underpinned by DEFRA Flood Rescue Operations and the CFOA (NFCC) Water Safety and Rescue Training Standards used as best practice.
	Able to support the launch and operation of the SJFRS rescue boat for inshore rescue (min. three nautical miles off the Islands coasts). Crew Commanders are qualified to RYA Level 2 Power Boat and act as the coxswain to navigate the boat, and using VHF Radios (i.e., RYA Marine Radio SRC Course). Crew Commanders that provide instruction require additional qualifications (please see above).
S9.	Able to work in confined spaces.
	Able to operate other specialist Fire & Rescue equipment to the appropriate standards via training (e.g., Hydraulic Rescue Tools)

	Selected Crew Commanders will also be required to:
	Able to apply training relevant to the Maritime Incident Response Group (MIRG) as the only Channel Islands declared offshore fire response asset. Including competence in helicopter transport and ditching safety, sea survival and be willing to be deployed to an offshore vessel and potentially not return to their home port but elsewhere in Europe, working alongside crews of multiple nationalities.
	Operate chainsaws, having undertaken the appropriate training for the use of chainsaws (e.g., Level 3 LANTRA award in Chainsaw maintenance and Cross-Cutting for the purpose of severing uprooted or windblown trees in rescues (or to provide critical road access).
	Operate drones and acquire the Channel Islands Director of Civil Aviation Permission for Aerial Work qualification.
	Carry out Fire Investigations having undertaken SFJ Awards Level 2 Award in Introduction to Fire Investigation Institute of Fire Engineers accredited practical course in Fire and Arson Investigation Training. Up to Level 5 Award.

**General Skills/
Attributes**

This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.

	Excellent leadership and interpersonal skills.
S14.	Has advanced ICT skills, such as knowledge of use of Office 365 and bespoke SJFRS systems. Including mandatory e-learning of internal and wider Government of Jersey policies.
S1.	Able to carry out administration, including the use of technology (e.g., mobile communication and IT systems).
S3.	Communicates effectively through listening, writing, speaking and presenting information.
S4.	Able to work methodically with attention to detail.
S5.	Has the sensitivity to deal with people when they are injured, distressed, confused or being obstructive. Through being assertive, assured and compassionate.
S10. / S2	A commitment to diversity and inclusion in the workplace and more widely. Aware and celebrates difference and is adaptable to communicate inclusively with people from all communities, across a variety of backgrounds, cultures and differing personal circumstances to establish and build relationships.
B1.	Able to delegate to others as well as accurately follow instructions and react appropriately under pressure and in difficult situations. Demonstrating excellent personal resilience and commitment.
B2.	Takes responsibility for the health and safety and welfare of themselves as well as their own teams / services.
B3.	Has a proactive approach to continuously learn and develop themselves as well as others.
B4.	Is committed to maintaining their own health & fitness including physical (i.e., in

	line with required standards of fitness for all Firefighters (including Crew Commanders) - measured as 42.3 ml/kg/min VO2) and mental.
B5.	Actively contributes to problem-solving and is open, willing and adaptable to change, with a willingness to adopt new ways of working.
B6.	Demonstrates taking responsibility for effective performance.
B7.	Supports the development, safety and welfare of others, including colleagues, other emergency responders and members of the public.
B8.	Always embraces and promotes the values of SJFRS and the GoJ at all times and challenges inappropriate behaviours.
B9.	Demonstrates integrity, reliability, respect and responsibility.
B10.	Is prepared to work with people in need.
B11.	Is willing to work to deliver a 24/7 service, working shifts, which involve being present and available at the station overnight.

Experience

This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).

	Experience as a competent and qualified Firefighter with experience of educating and engaging with community groups, individuals and other stakeholders as well as operating effectively as part of a single service and multi-agency response to emergencies.
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Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Additional job information {removed from the job description}

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information.

Contextual Information

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

30% Internal Communications within SJFRS

Contacts	Level	Purpose	Frequency
Fire and Rescue Service	Firefighters, other Crew, Watch or Incident Commanders	To lead and develop good working relationships with other crew members and managers to provide an effective operational response. Clearly communicate (face to face or via radio communications) relevant and timely information that identifies risk, which is critical to the successful management of operational incidents using common principles, practices and procedures. Crew Commanders are expected to demonstrate the competencies as set out by the NFCC 'Leading Others' Level of Leadership, which include communicating responsibly and with sensitivity and respect for others / setting up communication processes to ensure that people in their team have access to accurate information, clarifying where they need to / encouraging their team to build constructive working relationships with others to achieve aims.	High

20% Internal Communication with other Government Directorates / Divisions

Contacts	Level	Purpose	Frequency
Ambulance	Ambulance Technicians / Paramedics / Leading Paramedics	Crew Commanders are the primary point of contact in multi-agency operations. Clearly communicate relevant and timely information that identifies risk, which is critical to the successful management of operational incidents using common	Medium

		<p>principles, practices and procedures.</p> <p>Rescue human life involved in incidents.</p> <p>Providing treatment to casualties.</p> <p>Providing emergency response and care to medical emergencies in partnership with the Ambulance service.</p>	
Police and Honorary Police	Police Officers / Sergeants	<p>Crew Commanders are the primary point of contact in multi-agency operations.</p> <p>Clearly communicate relevant and timely information that identifies risk, which is critical to the successful management of operational incidents using common principles, practices and procedures.</p> <p>Rescue human life involved in incidents.</p> <p>Public disorder</p>	Medium
Schools	Secretaries/ Teachers	<p>Crew Commanders are required to plan, co-ordinate and deliver a variety of educational programmes to youth groups, with the ability to engage with and educate young people to motivate behavioural change (e.g., fire / home safety).</p>	Medium
Regulation	Planning Officers	<p>To enforce fire and other safety laws.</p> <p>Providing expert advice to architects, developers and other regulators about designing fire safety into the built environment.</p>	Medium
Regulation	Regulation Standards Officers (Pollution Control)	<p>To clearly communicate relevant and timely information that identifies risk, which is critical to the successful management / protection of the environment from the effects of hazardous materials.</p>	Low
States Vet	Veterinary Officers	<p>To clearly communicate relevant and timely information that identifies risk, which is critical to the successful management of operational incident to rescue animal life.</p>	Low
Infrastructure, Housing & Environment	Specialist HGV Mechanical Sweeper Drivers	<p>To clearly communicate relevant and timely information that identifies risk, which is critical to the successful operational cleaning of public highways / infrastructure (e.g., following Road Traffic Collisions, Oil Spills)</p>	Low
People & Corporate Services	Officer	<p>To pose personal queries relating to their employment.</p>	Low
Modernisation & Digital	Officer	<p>To receive training is use of specific ICT</p>	Low

10% Communication with Arm's Length Organisations

Contacts	Level	Purpose	Frequency
Ports of Jersey (Arm's Length Organisation)	Coastguards	To clearly communicate relevant and timely information that identifies risk, which is critical to the successful operational response to resolve fires on board vessels on shore or at sea, or other water rescue incidents – as a minimum within three nautical miles of the Islands coasts.	Medium
RNLI Lifeguards	Lifeguards	To clearly communicate relevant and timely information that identifies risk, which is critical to the successful response to water rescue incidents – as a minimum within three nautical miles of the Islands coasts.	Low
Ports of Jersey (Arm's Length Organisation)	Airport Fire-fighters	To clearly communicate relevant and timely information that identifies risk, which is critical to the successful response to fire and rescue incidents. Testing equipment or presenting training to Firefighters at the Airport in specific areas.	Low

40% External Communications

Contacts	Level	Purpose	Frequency
Businesses	Various depending on size	To carry out fire safety checks of business premises and liaise with specialist fire safety staff to assist in reducing risk in premises and other environments. To give advice, using tact and persuasion to ensure compliance.	Medium
Vulnerable people	Various	To carry out fire safety checks for vulnerable people in the community, as well as providing advice, fitting fire safety equipment and making referrals to other agencies if necessary. To give advice, using tact and persuasion to motivate behavioural change	Medium
Community or school fire safety events	Various	To present / demonstrate safety information to a variety of community groups, with the ability to engage with and educate others to motivate behavioural change (e.g., fire / home safety). Collecting information on risks in the community. Crew Commanders are	Medium

		expected to demonstrate the competencies as set out by the - NFCC 'Leading Others' Level of Leadership, which include communicating seeking to understand and address specific risks and diverse needs of people and communities.	
Individuals / groups of members of the public	Various	To rescue life involved in incidents. To provide support to people directly or indirectly involved in operational incidents. To provide counselling and reassurance.	Medium
Training providers	Specialists	To give and receive training in a range of rescue equipment / new methods of working etc.	Medium
Other	Military, UK / French coastguard, merchant navy, cruise liner staff.	To rescue life involved in incidents. To clearly communicate relevant and timely information that identifies risk, which is critical to the successful operational response.	Low

Analytical Skills

Please describe the analytical and judgemental skills required to fulfil the requirements of the job. Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.

Problem solving

Crew Commanders are expected to use different problem-solving techniques with others to generate solutions that improve the service for customers (as stated within the NFCC Levels of Leadership). The analytical / judgements skills required by a Crew Commander vary as follows:

Those that involve a range of facts or situations, with relatively straightforward choice of options for example:

Working in the Community:

- To prevent and protect, Crew Commanders are required to organise fire safety inspections to minimise risks to people, property and the environment. Analysis and judgement would not only be applied when conducting inspections and identify hazards and risks a workplace / building. They also need to assess the varied possible outcomes, including problems such as failure to comply with regulatory requirements, changes in use or ownership, and where there are situations that are the responsibility of another authority. This can be exemplified

in the domestic context by performing Home Fire Safety Visits to ensure safer living but also in the wider public arena of entertainment venues and licensed premises where larger volumes of people may be at risk if identified hazards are not acted upon. In such instance, Crew Commanders would be required to use judgement and analytical skills to determine the appropriate enforcement activity required. As part of this standard, you will be expected to identify facilities and risks in built environments which help to make Firefighters more effective and keep them safe while responding to incidents. The built environment is described as 'all man-made structures and the spaces in between them, including parks and streets where people reside or undertake other activities.

To those that are more complex, that require analysis / judgement to deliver an effective operational response to an emergency / potentially life-threatening incident, which can often be complex, comprising several components (e.g., the weather, location, time of day, number of casualties, hazardous materials, resources available) that require analysis / judgement on conflicting information. While the individual components of an incident may be considered as a rarely new problem, most incidents differ in their component parts. For example:

Incidents:

- A Crew Commander acts as a first line manager / Bronze Commander, commanding single or multiple units as necessary. They therefore are required to apply their highly detailed knowledge and understanding of all operational considerations to problem solving. If an incident escalates, they will hand over command to a Watch Commander and do not operate at the intermediate tactical level, as Watch Commanders will. As such, the wider political or social implications factor less at this level and more on the operational requirements to resolve the incident.
- It includes planning and implementing a response to an incident (e.g., to control and extinguish a fire) as well as closing down the operational phase of an incident and debriefing those involved. The planning phase involves using analytical and judgement skills to determine the appropriate actions to be taken, identifying any known and anticipated risks to people property and the environment. The implementation phase also involves analysis and judgment to ensure actions meet planned objectives whilst deploying resources effectively (e.g., ensuring their crew use their equipment and extinguishing media within its limitations and capabilities to meet the needs of the incident). Applying constant risk assessment of the incident to minimise risk to themselves and others. When closing down the operational phase of an incident the Crew Commander must also identify any unresolved hazards / risks or preserve evidence (to meet the needs of an investigation) and provide accurate and complete information to others. Finally, when they must use their judgement to ensure relevant people are debriefed following an incident.
- Crew Commanders are also required to apply analytical skills by investigating and reporting on events to inform future practice. They can also be tasked with managing specific allocated projects and initiatives to achieve objectives set out by Service Management if they are a subject matter expert. Collecting information from a range of sources in order to meet specified objectives. This includes collecting information from both internal and

external sources and overcoming any difficulties with availability. Using analytical and judgment skills to respond to enquiries and to proactively provide information and advice on Fire and Rescue matters within their own areas of responsibility and authority. This includes contact with both internal and external contacts.

Multi-agency responses:

- Where a Crew Commander acts as a first line manager / Bronze Commander at operational incidents, they would be required to prioritise their response to casualties. Ensuring their crew apply analytical and judgement skills to administer treatment to support the stabilisation of casualties' conditions. Applying risk assessments to minimise the risk to themselves and others. Meet the needs of casualties by using their equipment within its limitations and capabilities, minimising the risks to life. Liaising with other agencies (e.g., Ambulance, Police) involved in the incident to meet the needs of the casualty / incident. The actions undertaken by the Crew Commander's team will also influence further treatment of casualties.
- Another example may be where a Crew Commander would be required to assess and determine entry into a potential hazardous zone as part of responding to a MTA (Marauding Terrorist Attack). This would require analytical and judgement skills to triage injured members of the public to address multiple casualties by a hierarchy of needs. During the incident the Crew Commander would be required to liaise with SOJAS in dealing with mass casualties as part of a large or protracted release of a hazardous material where mass decontamination of members of the public would be required, under the auspices and supervision of trained Paramedics.

Planning & Organisation

Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.

Within the NFCC Levels of Leadership, a Crew Commander is at the 'Leading Others' Level which states that they are expected to:

- look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.

Crew Commanders are also required to manage, plan, co-ordinate and deliver the community events they are involved in or training if they are specialised / qualified in specific areas.

Day to day work routines are overseen by the Crew Commander.

Day to day objectives / duty rotas are set by the Watch Commander.
 Longer-term goals are set by the Station Commander or the Area Commander.

Physical Skills

Tell us about any physical and sensory skills, hand-eye co-ordination, dexterity, manipulation and/or requirements for speed and accuracy, keyboard and driving skills required by the role Include the reason it is needed, and how frequently it is used. Please ensure that this information is in line with the Person Specification.

The nature of the physical skills required of a Crew Commander differs depending on the task they are carrying out:

Type	Examples	Frequency
Dexterity	<ul style="list-style-type: none"> Assemble and disassemble items of equipment. Maintenance / safety checks on all equipment and vehicles. Administering first-aid. Operating dials / instruments on equipment. Tying knots. 	Medium
Emergency response	<ul style="list-style-type: none"> Immediate response to emergency calls from current actions or rested when on duty (i.e., moving quickly, bending and gripping to don their appropriate PPE). Fast response to the incident scene. Advanced driving of the appropriate fire service vehicles. 	Medium
Emergency medical treatment and rescue	<ul style="list-style-type: none"> Apply emergency medical treatment / rescue in locations not accessible to the Ambulance service / first on scene as part of their Co-Responding duties Clear airways. Administering CPR. Inspecting / monitoring vital signs. Applying bandages / pressure to wounds. Administering medical gases (Oxygen and Entonox). Transport on a spinal board. 	Medium

Policy and Service Development

Tell us about any responsibilities of the job for development and implementation of policy and/or services. Let us know the nature of the responsibility and the extent and level of the jobholder’s contribution to the relevant decision-making process, for instance, making recommendations to decision makers. Also, tell us whether the relevant policies or services relate to a function, department, division, directorate, the whole trust or employing

organisation, or wider than this; and the degree to which the responsibility is shared with others.

Crew Commanders have access to a comprehensive national infrastructure and repository of standards, guidance and tools that are embedded in their own local service delivery.

Within the NFCC Levels of Leadership, a Crew Commander is at the 'Leading Others' Level which states that Crew Commanders are expected to:

- manage quality in their team and use various sources of feedback and evidence to understand how they are performing and managing risk. (organisational effectiveness)
- develop systems and processes that are people focussed (about task)
- encourage all the people in their team to speak and share their views (about others)
- promote continuous improvement for the team and the organisation (about organisation).

Financial and Physical Resources

Include any financial sums important to the job and briefly explain the job's active involvement (e.g., payments processed, budgets monitored, budgets managed, procurement and/or contract values, how much the job may spend, efficiency savings etc.). If this feels difficult to answer because amounts vary across teams, then include for each team, or state a range.

Let us know of any physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies).

Please describe the nature of the responsibility clearly (e.g., careful use, security, authorised signatory, maintenance, budgetary and ordering responsibilities); the frequency with which it is exercised; the value of the resources; and the degree to which the responsibility is shared with others.

Crew Commanders are not responsible for a budget, procurement or contracts. However, they are involved in researching / testing equipment to achieve value for money.

Within the NFCC Levels of Leadership, a Crew Commander is at the 'Leading Others' Level they are responsible for:

- developing and reviewing plans to make the best use of resources and challenge any misuse of resources.

This includes a shared responsibility of the careful use of high value specialised vehicles and equipment for example:

- the Aerial Ladder Platform, ~ £750k
- drones costing, ~ £15k
- driving fire appliances and equipment on-board amounting to ~ £400k).
- Inshore Rescue Boat ~ £80k.

Most equipment areas of work have safety critical equipment which is expensive by nature and valuable in its purpose.

Crew Commanders also have an active role in their area of specialism, in which researching, and sourcing equipment is done so against the budget available to it and preparing orders for the appropriate lead manager to sign-off.

Staff Management

Let us know about any responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.

Include work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. The nature of the responsibility of the responsibility is more important the precise numbers of those supervised, co-ordinated, trained or developed.

Crew Commanders are responsible for providing visible leadership to a crew, leading the work of teams and individuals to achieve their objectives and championing the Service's vision and organisation's values in day-to-day matters. This will include the efficient use of resources.

Crew Commanders are required to assess, develop and take responsibility for the effective performance of individuals. Dealing with disciplinary and grievance matters, managing absence, ensuring that training and development needs are met. Occasional involvement in Employment Relations matters and dealing with staff issues.

Crew Commanders provide direction to their crew during training / incidents. They also provide general advice, support and mentoring to their crew. Particularly those new in service informing or demonstrating procedures, working practices and duties pertaining to the role.

Crew Commanders are also required to provide more specialist advice or training and / or assessment to other crew members in specific disciplines where they are qualified to do so.

Crew Commanders are also required to facilitate learning through demonstration and instruction (e.g., Fire Safety, First-Aid Fire Fighting, Calling Emergency Services, Fire Survival methods and raise awareness of SJFRS) through both formal and informal activities with the local community.

Within the NFCC Levels of Leadership, a Crew Commander is at the 'Leading Others' Level they are responsible for:

- work with the team to establish a clear sense of purpose and set expectations to achieve our goal (about others)
- look after the people around them and look for behaviours that show someone might be struggling, ensuring there is support available
- use debriefing and other learning from the organisation to help their team develop.

Information Resources

Tell us about any specific responsibilities of the job for information resources (e.g., computerised; paper based etc.) and information systems (both hardware and software e.g., HR or medical records).

Let us know about the nature of the responsibility (security; processing and generating information; creation, updating and maintenance of information databases or systems) and the degree to which it is shared with others.

Crew Commanders are required to have advanced ICT skills, such as knowledge of use of Office 365 and bespoke SJFRS systems to send and receive emails, create incident report, presentational materials, input / record data and CPD.

All Crew Commanders must fill in driving logs (when required) on the PDR pro maintenance of competence system and will manage crewing disposition and arranging for the recalling of staff to cover overtime.

When acting as a Bronze (Operational) Commander, Crew Commanders are responsible for maintaining a log of decisions or actions relating to the incident which will be subject to periodic review by the Silver (Tactical) Commander or another nominated officer.

Crew Commanders are also responsible for completing incident reports, where they oversee special appliances. Where Crew Commanders are responsible for sending the 'stop message' (i.e., that no further fire service resources are required at an incident), they are responsible for completing the report.

All Crew Commanders that are instructors also must complete CPD to remain in an authorised instructor and create presentations to deliver to staff.

Reporting and recording accurately and timely information to Watch Commanders, more senior Officers or contacts during prevention (education and engagement) of protection (regulation and enforcement) activity.

There is also responsibility for undertaking post fire (or other incident) investigations to establish the most likely cause, development and other factors including losses and to ensure the reports' entry into the services incident recording system. Crew Commanders also have duties in workplace accident investigation and reporting.

Freedom to Act

Please tell us about the context in which the job operates, illustrating the extent to which a typical post-holder would have accountability for their own actions and those of others, to use own initiative and act independently; and the discretion given to the jobholder to take action. Consider supervisory/managerial control; instructions, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the job operates; the position of the job within the organisation; and the existence of any statutory responsibility for service provision.

Station:

In the station, Crew Commanders work with a reasonable level of autonomy and flexibility to achieve objectives and to ensure the proper and effective discharge of statutory and other duties (e.g., overseeing work routines to ensure others' objectives are delivered for health and safety / operational readiness).

Community:

Work within the community is independent or with their Crew to prevent and protect, by carrying out inspections, delivering educational programs and advising members of the public.

Under Law, Crew Commanders (all Firefighter ranks) are 'Inspectors' with all the attendant duties and powers. This involves powers of entry (without a warrant and with a warrant), powers to inspect, to take measurements, to take samples etc.

Incident:

Crew Commanders are required to act as Bronze Commanders and demonstrate the ability to command and control operations at a task-focused supervisory level, or to control a more serious escalating incident in the early stages until relieved of command by a more senior commander (i.e., Watch Commander).

The Incident Command System provides a structure for supervision at incidents. Under Law the 'Senior Firefighter present' a fire has 'sole charge of all operations (i.e., while all firefighters have these legal powers but general enacted under guidance of the incident commander of Crew Commander or greater). This responsibility also includes that associated with effecting entry, closing roads, evacuating or doing whatever they deem as necessary. The responsibility for such decisions and being able to justify it, rests on the commander, which can sometimes be a Crew Commander.

At larger or more protracted incidents, the Crew Commander will lead a team or crew at a particular sector of operations.

- **Decision making**

Within the NFCC Levels of Leadership, a Crew Commander is at the 'Leading Others' Level which states that they are expected to:

- make evidence-based decisions and consider the risks, including financial and resource impacts. (About task)
- take responsibility for team effectiveness which focusses on improving outcomes and decisions (about others)

- outcome focussed on their approach and make decisions based on better service outcomes (about task)
- encourage staff to be flexible in their approach and empower them to contribute and influence decisions. (organisational effectiveness)

Crew Commanders that have developed their own specialist knowledge and skills may be assigned to specific areas by the incident commander.

At larger incidents the Crew Commander is responsible for the following (and may delegate specific areas):

- Marshalling
- Aerial Ladder Platform
- Breathing apparatus
- Hazardous materials or environmental protection
- Water management
- Foam management
- Management of reliefs including crew rehabilitation and welfare
- Communications
- Media liaison (i.e., social media)

When assuming the role of Bronze Commander, Crew Commanders are expected to contribute to aspects of the JESIP Joint Decision Model (JDM) utilised at multi-agency incidents. By either providing specialist skills (where they have the required knowledge or skills) or working with other available resources with knowledge and expertise to assist with problem-solving or other types of assistance. Making and sharing decisions within their agreed level of responsibility, legislation and professional guidelines, being cognisant of consequence management. Disseminating these decisions for action to multi-agency colleagues.

• **Responsibility for customer / rescuee / casualty care**

Crew Commanders are customer facing role, whether it be to individuals or groups. Providing fire / home safety advice or care in the form of rescue or initial medical treatment. The latter may also include straightforward medical advice, in the absence of medical experts (i.e., first on scene).

Physical Effort

What level of physical effort (e.g., normal office work, lifting, pushing, pulling, applying force etc.) is required, including approximate weights, for what reason and how frequently is it required.

The nature of the physical effort required of a Crew Commander differs depending on the task they are carrying out:

Type	Examples	Exposure
Confined spaces	<ul style="list-style-type: none"> • Crawling, crouching, bending and stooping in awkward / confined spaces (e.g., roof voids, tunnels) wearing full PPE and RPE. 	Medium frequency

	<ul style="list-style-type: none"> • Negotiating obstacles / tight spaces whilst trying to conserve air. 	
Firefighting	<ul style="list-style-type: none"> • Navigating flights of stairs, ladders whilst wearing heavy and awkward PPE weighing up to 25kg (dry) or heavier in wet conditions. • Some of the most physically demanding tasks required of a Crew Commander include: <ul style="list-style-type: none"> ○ moving equipment upstairs to the floor of a fire while wearing PPE in a building ○ breaking through a roof while on a ladder ○ using a ceiling hook to pull down a ceiling ○ dragging a charged hose ○ directing a charged hose for prolonged periods ○ laying hose to fire sites from a distant water source ○ rescuing a victim using a ladder ○ using an axe while on a ladder ○ Management of hazardous materials. ○ Conserving property. ○ Conserving the environment ○ Securing an emergency scene for public safety • Overhaul: <ul style="list-style-type: none"> ○ pulling down damaged walls, ceilings and other structure to examine for fire. ○ using heavy force application, overhead and awkward positions on unstable surfaces. ○ removal of debris from sites / clean up from firefighting activities which may involve bending, stooping, shovelling, lifting, carrying, pushing, pulling, reaching and mopping whilst working in slippery, wet and unstable environments. 	Medium frequency
Non-emergency physical effort	<ul style="list-style-type: none"> • Drills (2 hours on average per shift). • Training / retraining on equipment. • Servicing / maintenance of equipment used in an incident (i.e., cleaning, mopping, scrubbing, testing for proper operation of hoses, breathing apparatus, PPE and other firefighting equipment used). • Driving to different site locations to carry out community engagement initiatives and inspections (i.e., a combination of standing, sitting). 	High frequency
Heavy lifting	<ul style="list-style-type: none"> • Lifting heavy equipment, including: <ul style="list-style-type: none"> ○ carrying and pulling hoses charged (full of water or uncharged). ○ 14 metre / 100kg ladders (25 kg per person) ○ Average adult weight, or in extreme cases bariatric casualties. 	Medium frequency

	<ul style="list-style-type: none"> ○ using hand and/or power tools in awkward positions to enter a structure or complete a rescue operation (e.g., hydraulic rescue tools). 	
Rural / coastline rescues	<ul style="list-style-type: none"> ● Climbing, walking on uneven ground. ● Rope rescues (i.e., ascending, pulling ropes, descending managing friction and speed, transferring loads) on cliffs, steep edges. 	Medium frequency
Water inshore rescues / floods	<ul style="list-style-type: none"> ● Wading through water. ● Swimming above / below water at various depths (i.e., can be up to three nautical miles of the Islands coastlines / reservoirs) ● Steering / acting as a crew member on the SJFRS inshore rescue boat (all weathers). 	Medium frequency

Mental Effort and Concentration

Describe the type and extent of tasks that require concentration. E.g., the period and continuity. This might include practical tasks including driving, and desk-based work.

Type	Examples	Exposure
Driving	<ul style="list-style-type: none"> ● Although the driver is in charge of the appliance en-route to emergencies, from a vehicle driving point of view, the Crew Commander (Officer in Charge) still is in charge of how the vehicle is being driven whilst taking information over the radio and making operational decisions whilst on route). ● Although it is rare for Crew Commanders to be the driver of an appliance, in instances where they are they must also exercise a heightened level of concentration and focus in order to navigate a large HGV to the scene operations safely. Travelling in an HGV in excess of normal speed limits and negotiating unpredictable responses from other road users. 	Medium frequency
Situational awareness	<ul style="list-style-type: none"> ● When attending an incident, Crew Commanders are required to take in information from their surroundings, witnesses, other agencies at the same time as communicating with control, assigning tasks, undertaking risk assessments etc. ● Ensuring correct levels of spans of control takes mental effort and concentration for any bronze commander. ● Crew Commanders rely heavily upon vision, hearing, speech and touch in their daily duties. They must maintain good situational awareness / 	Medium frequency

	<p>vigilance of the environment to promote safe and effective working.</p> <ul style="list-style-type: none"> • Crew Commanders must also be able to communicate key information with co-workers, Commanders, within emergency incidents (i.e., in noisy, poor visibility and chaotic environments). • Good visual attention is required for using / monitoring dials / instruments on equipment (requiring appropriate level of colour perception). 	
Training	<ul style="list-style-type: none"> • A Crew Commander must successfully complete an intensive fire-specific training program prior to and continuously while an active firefighter – covering a broader spectrum of training relevant to the needs in Jersey. 	High / Medium frequency

Emotional Effort

Describe the nature, level and frequency of emotional circumstances the job directly encounters. The test is not whether a specific person is upset by what happens as a regular part of the job, it is whether any reasonable person would become upset.

Type	Examples	Exposure
Traumatic incidents	<ul style="list-style-type: none"> • Exposure to highly emotional situations, including witnessing people in distress and severe injury or death. Crew Commanders need to cope with their own exposure to stressful/traumatic situations and at the same time be able to respond positively to vulnerable persons and the emotional impact upon affected family members at an incident. Sometimes there is very little recovery / debriefing time after an exposure to such situations due to having to respond to another call. 	Medium frequency
Stressful environments	<ul style="list-style-type: none"> • Crew Commanders must demonstrate resilience and confidence in highly challenging situations. 	Medium frequency
People	<ul style="list-style-type: none"> • Consoling / providing reassurance to highly anxious or upset victims, or their families, relatives or friends. Occasionally delivering unwelcome news. 	Medium frequency
Crew / Team	<ul style="list-style-type: none"> • Deal with staff performance, grievances and disciplinary issues (including Employment Relations / Trade Union issues). 	Medium / low frequency

Working Conditions

*Tell us about the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise, and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.*

All aspects of SJFRS service deployment and delivery are covered by standard operating procedures and safe systems of work, that include risk assessments and tactical planning via the command systems to ensure control measures are in place to minimise risks / hazards.

The following outlines some of the most prominent hazards a Crew Commander may be exposed to linked to specific incidents, context or activity in line with the NFCC Training Framework [Training | NFCC CPO \(ukfrs.com\)](http://ukfrs.com)

Hazards	Example or risks	Equipment and PPE	Exposure
Weather conditions / Reduced visibility	Responding in all weather conditions including extreme rain, wind, snow, ice (cold) and sun (heat) impact on self and the incident.	PPE includes wet, cold & extreme weather clothing	High frequency / High duration
Casualty care / Infectious diseases	Providing appropriate treatment to casualties Contact with blood, bodily fluids, traumatic fatalities.	First-aid equipment including defibrillators (AEDs). PPE includes CPR face shields, Equipment for decontamination (e.g., cleaning, disinfection, sterilisation).	Medium frequency / Low duration
Confined spaces or complex environments	Limited space and movement, dark or obstructed visibility, high temperatures, restricted access or egress, dirt, dampness, potential for collapse, harmful substances (e.g., gases, liquids, flowing materials – potentially explosive atmosphere).	PPE (e.g., hard hat, gloves, boots, ear / eye protection, safety harness, body protection, communication system, lighting), RPE (e.g., respirators and breathing apparatus) or specialist resources and equipment. Atmospheric testing equipment (e.g., gas detectors). Ventilation equipment.	Medium frequency / Low duration
Driving to incidents	Handling vehicles in emergency response situations, not keeping to speed limits / going through red traffic lights – without causing undue risk to members of the public, rollover risk of vehicles with higher centres of gravity, fatigue, stress, members of the public, on-board technology.	Seatbelts and airbags, collision avoidance systems, crash sensor systems, vehicle data recorders, vehicle design (chassis, cab, optics and stability). Closed-circuit television (CCTV) information from control room. Equipment for appropriate vehicle maintenance.	High frequency / Low duration
Fires and firefighting	Fire / thermal radiation, humidity, thermal / airway	PPE (e.g., heat protective clothing, flash hoods, boots,	Medium frequency /

	burns / heat illness, explosives, flammables, combustible dusts, smoke, fire gases, debris, oxygen deficiency, flashovers, backdraughts, fire gas ignition, burning or collapsed buildings / floors, fire spread, falling objects / projectiles, glass, noise, wet (from hose spray), hypothermia, carcinogenic activity.	helmet, gloves, ear and eye protection). RPE (e.g., respirators, breathing apparatus, airlines, face masks) PPE / RPE testing / maintenance equipment. High pressure hoses	Medium duration
Fires in buildings	Rescue and extraction of injured persons, restricted access and egress, fire spread, structural collapse, live electric cables, utilities, entanglement, poor structural integrity, accessing lift / lift shafts.	Tools for forcible entry (e.g., fire hooks, axes and pry bars). Thermal imaging equipment to locate and avoid cables / electrical utilities. Electrical gloves.	Medium frequency / Medium duration
Fires on board vessels	Rescue and extraction of injured persons, restricted access and egress, unstable vessels, cargo, flammables, live electrics, vessels taking on water.	Thermal imaging equipment / infrared thermometers to locate cargo / flammables / live electrics.	Low frequency / Medium duration
Hazardous materials (HazMat)	Occupational Safety and Health Administration (OSHA) which defines hazardous materials as “any substance or chemical which is hazardous to people's health or is physically hazardous.” This includes chemicals such as carcinogens, irritants, corrosives, toxic agents, sensitizers, agents that damage the lungs, skin, eyes). In addition to combustible, explosive, water-reactive chemicals.	PPE (e.g., hard hat, gloves, boots, ear / eye protection, chemical protective clothing), RPE (e.g., respirators and breathing apparatus) or specialist resources and equipment. Atmospheric testing equipment, ventilation equipment.	Medium frequency / Medium duration
Heights	Rescue and extraction persons or animals trapped at height (e.g., cliffs, high rise buildings, towers, cranes,	Ladders. Aerial appliances. Mechanically operated extendable aerial ladders.	Medium frequency / Medium duration

	masts and shafts), acrophobia, falls, falling use of equipment, weather conditions (e.g., high winds, heavy rain).	Rope-based systems. Harnesses.	
Machinery	Uncontrolled movement of machinery, casualty trapped by machinery.	PPE (e.g., hard hat, gloves, boots, ear / eye protection, protective clothing).	Low frequency / Low duration
Manual handling	Firefighting equipment, collapsed debris, crushing, rescue and extraction of injured persons, including stretchered casualties, bariatric casualties.	Manual handling techniques and equipment (e.g., hydraulic rescue equipment, lifting cushions, pulley blocks, winches and jacks, hand tools), bariatric lifting equipment.	High frequency / Medium duration
Multiple casualties / major incidents	Rescue and extraction of injured persons, multiple tasks, highly stressful, emotional, traumatic.	Multi-agency resources (i.e., Ambulance, Police) JESIP M/ETHANE model. Monitoring wellbeing.	Low frequency / Medium duration
Noise / vibration	Noise from fires, explosions, machinery, vehicles and equipment, distraction.	PPE (e.g., ear protection).	Medium frequency / Low duration
Public disorder	Verbal or physical abuse or injury. To provide protection when supporting high-threat and hostile incidents.	Avoid / withdraw from confrontation or public disorder. Multi-agency resources (i.e., Police).	Low frequency / Low duration
Search and rescue / missing person	Dark or poor visibility, uneven terrain, unstable / collapsed structures, working in the vicinity of helicopters (from France).	Multi-agency resources (i.e., Ambulance, Police) PPE (e.g., hard hat, gloves, boots, ear / eye protection, protective clothing, harnesses) Lighting / thermal imaging equipment. Drones for search.	Low frequency / High duration
Traffic collision	Rescue and extraction of injured persons, upturned vehicles, other traffic, crash debris, cargo, alternative fuels, oil, high voltage vehicle components, use of radios, risk of vehicle fire, emission of toxic gasses.	Multi-agency resources (i.e., Ambulance, Police) PPE (e.g., hard hat, gloves, boots, ear / eye protection, protective clothing), RPE (e.g., respirators and breathing apparatus). Hydraulic rescue / cutting	Medium frequency / Medium duration

		equipment.	
Terrorist attacks	Rescue and extraction of injured persons, chemical biological, radiological and nuclear threats.	Multi-agency resources (i.e., Ambulance, Police) JESIP, MTA, JOP. PPE (e.g., hard hat, gloves, boots, ear / eye protection, protective clothing), RPE (e.g., respirators and breathing apparatus), Ballistic Personal Protective Equipment (BPPE)	Low frequency / High duration
Rural / coastline / cliff rescues	Rescue and extraction of injured persons, unstable or fragile ground, cliffs, steep edges, gorse, slips, trips and falls.	Fall protection systems. Rope based systems. Equipment that can be used to spread the load, reduce weight / pressure.	Medium frequency / High duration
Water / inshore rescues / floods	Rescue and extraction of injured persons, vessels taking on water, individuals caught in rip currents, various water depths (e.g., within three nautical miles of the island's coasts), various sea conditions (including rough), caves, damp, cold temperatures, hypothermia, slips, snags, uneven ground.	PPE (e.g., buoyancy aids, suitable helmet, footwear, dry / thermal protection suits). Inshore rescue boat (IRB).	Low frequency / High duration

Any other information

Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.

Context

Jersey's local context is important to consider. Jersey Fire and Rescue personnel must be able to deal with a broad range of incidents that many UK Fire and Rescue Services would have specialist teams or Stations trained for that particular type of incident, such as Road Traffic Collisions, Hazardous Materials Incidents, Height and Coastal Rescue etc. yet without the availability of cross-county / border assistance or support arrangements for large or multiple incidents. Jersey Crew Commanders, even with additional On-call support, will proceed from one physically/technically challenging incident to another without respite – where they have a more limited available number of Firefighters than UK FRS can call upon. Therefore, all Crew Commanders, like Firefighters within SJFRS are required to undergo a broad range of training to use a broad range of equipment to enable appropriate response / capability. In essence, Crew Commanders in the UK have specialist teams to undertake a

large proportion of what SJFRS consider as their core role. There also exists an expectation that Crew Commanders may work overtime to secure safe minimum crewing levels. In the event of a large, major or protracted incident, a recall-to-duty policy exists with the expectation that staff will make themselves available outside of normal working hours as the Island's only resource.

Jersey Crew Commanders are also already undertaking additional work as part of their role that their UK counterparts are only trialling on an ad hoc basis such as “EMR” Emergency Medical Responding or Co-Responding.

This is also true compared to colleagues in our sister Isle of Guernsey. Where all of Jersey Crew Commanders are trained to attend incidents covering Inshore Rescue and Height Rescue, in Guernsey, Height Rescue capability is undertaken by volunteers from the climbing fraternity under the auspices of GFRS and all water borne rescues are carried out by the RNLI.

Jersey is not ‘low risk’. A ‘tall building’, a particular difficult incident for any Crew Commander to deal with defined for National Operational Guidance, is one of seven or more floors (18 metres +). Jersey has a significant stock of tall buildings with more buildings of this type very likely in the coming years. There are more than 30 buildings that fall into this category with around 23 being high rise residential buildings (HRRBs); there are many more already in the planning pipeline. The ‘per capita’ number of HRRB in Jersey is higher than for the whole of the UK, even when including London. If Jersey had the same rate of HRRB as the UK (including London), there would be 18. Indeed, the only part of the British Isles with a higher density of HRRB is London itself; Jersey has almost double the density of HRRB of Manchester. A normal pre-determined attendance in the UK for these types of Fires is 30+ personnel, where Jersey we could only send 15 in the first instance.

Jersey is also not operationally, ‘quiet’. If in England, the fire station in St. Helier would be comfortably in the top quartile for operational activity. The number of dwelling fires in Jersey, per capita, would place SJFRS in the top ten of the 44 English Services. For non-fire emergencies, Jersey is busier than the UK average. Risk potential is not low in Jersey. We have a very large stock of medium rise buildings, at least double (but possibly treble) the number of Houses in Multiple Occupation in the whole of Derbyshire for example, a CAT 6 airport with Airbus A321 as the main aircraft type, a Prison, a combined General / Acute / Ambulatory Hospital, a COMAH gas site, a Buncefield Type Site fuel storage and distribution facility, a commercial port, power station, waste incinerator, waste storage sites.

For clarity, the task analysis revealing a requirement for a Pre-Determined Attendance (PDA) of c.30 personnel is *not* based upon a fire in a tall building where containment and fire safety systems have failed. It is a standard response to deliver a safe and effective intervention to any fire in a tall building. Ensuring an effective and safe intervention is vital for residents and Firefighters in any situation; in Jersey it is amplified further because there is no back up.

From the JFR2020 annual report, averaged figures over the preceding 5 years would suggest the following, compared to HMICFRS national average data:

- 2.3 Fires incidents per 1000 population (2.7 UK average)
- 3.2 non-fire incidents per 1000 population (2.7 UK average)
- 4.7 Fire false alarms per 1000 population (3.8 UK average)

Impact

The impact of the roles within SJFRS is not only save lives, but also to changes lives in support of JHA’s vision is for Jersey to be a desirable place to live, work and visit, because people are safe and feel safe.

Where roles within SJFRS have changed over time, with some significant reductions in the likelihood of fire, they have also had to respond to the needs of our local community (e.g., population growth, an aging society, modern methods of construction technology and innovation) and to emerging public safety and security challenges. There are also the challenges posed by climate change leading to increasing risks of flooding, wildfires and water shortages. Therefore, the skillset of the role of a Crew Commander has had to broaden.

Crew Commanders now plays a greater role in the regulatory environment, intended to raise greater fire safety awareness and change behaviours to contribution to a safer, more prosperous society.

The role of a Crew Commander and their standards of service delivery, not only have a direct impact on the customer but also the image and reputation of the Government, IHE and its respective Directorates (JHA).

I agree that this job description is an accurate reflection of my role.

Post-holder(s) agreement of job content (if appropriate/BAU)	
Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

I do not agree that this job description is an accurate reflection of my role.

Post-holder(s) disagreement of job content (if appropriate/BAU)

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

Reason for disagreement – this must be based on significant aspect(s) of the role which have not been included:

Line Manager’s agreement of job content

Sign and date:	Print name:
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Business Unit Manager’s agreement of job content

Sign and date:	Print name:
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Post number