

## **Business Change and Assurance Manager (Fire)**

### **Area Manager**

#### **Summary**

The Business Change and Assurance Manager (BCAM) is tasked with overseeing and assisting services' preparation for and execution of their transition from Firelink [Airwave] to the Emergency Services Network (ESN). They will do this through the NFCC ESN team, principally the Regional Coordination Managers (RCMs), and be accountable to the Fire Senior User / Business Change Lead (BCL) for assisting services understand of what is required as the Programme progresses. The BCAM will be pivotal in assessing and reporting services' ESN planning, mobilisation, deployment and adoption progress to relevant individuals and bodies

This is an important representational role aimed at ensuring that the fire and rescue service is adequately represented within the Programme. The role will also undertake support and deputise for the BCL and may be required to support NFCC and FRS activities outside of the Emergency Services Mobile Communications Programme (ESMCP) where this may have a link or impact upon services preparations for ESN.

#### **Scope**

- Guide the RCMs to support effective transition of services within the region(s) from Airwave to ESN ensuring that economies of scale or simplification through collaboration are identified and exploited where possible
- Develop close working relationships with FRS leadership teams, support RCMs with service transition teams and oversee the relationship with the key people and functions within the Programme
- Develop close working relationships with the BCL's and other key staff within the police, ambulance and Devolved Administration teams
- Explain to the services what is expected and guide the RCMs in developing their implementation plans in collaboration with the regional project managers
- Represent the fire and rescue services with the Authority and their agents / contractors, fostering a positive partnership with an ethos of 'can do' and 'getting things done'
- Advocate any required FRS position to the Programme and it's agents as well as to colleagues from Police, Ambulance Wales and Scotland
- Be a member of the emergency services ESN Senior User Executive (SUE) working collaboratively with colleague to define coordinated emergency services approaches to ESN challenges
- Coordinate reporting of progress regularly to the BCL, Programme and other relevant bodies as required
- Represent fire and rescue services on national service project boards and at other meetings as appropriate, identifying synergies between service plans and with other user organisations undergoing transition
- Coordinate fire and rescue plans at a national level with Police, Ambulance Radio Programme, Welsh and Scottish colleagues, and work in partnership to ensure cost and operationally effective transition within the agreed timescales
- Ensure risks impacting transition are captured and assessed and work with RCMs and services to overcome or mitigate them. Where this cannot be achieved by FRS to ensure

that any consistent issues across organisations are highlighted to the Authority and support for development of mitigation is provided

- Oversee operational evaluation and / or assurance of ESN in FRSs, providing leadership and coordination where necessary
- Identify opportunities for exploiting the potential of ESN in terms of enhancing digitisation and mobile working, in particular through the effective engagement of FRS leadership through the NFCC
- Support cultural shift away from use of Airwave as a 'radio system' towards ESN as a highly mobile and flexible communications platform. Essentially be an advocate for ESN; including consideration for exploiting the service and seeking to optimise business benefits in the short and longer term
- Line manage some members of the NFCC ESN team including the RCM's, support staff and others as agreed with the BCL

Commensurate with their seniority, the post holder must ensure that all arrangements, activities, equipment, supervision and staff health, welfare and training are complied with. It is the responsibility of all staff to promote equality, diversity and Human Rights in working practices including developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, contributing to developing equality of opportunity in working practices and challenging inappropriate conduct. Staff should treat everyone with fairness and impartiality, whilst recognising differences in needs, perspectives, backgrounds and cultures.

### **Experience and Qualifications**

- Enthusiasm, self-motivation and 'can do' attitude
- Strong 'customer service' ethos
- Willingness to work in London regularly and also travel more widely (e.g. to support RCMs in regions) as required
- Notwithstanding the details in this job description, the post holder may be required to undertake other duties up to a level consistent with the principal responsibilities of the job and as directed by the national NFCC lead (NFCC Strategic Lead for Operational Communications)
- Willingness to work in a multi-agency team environment
- Evidence of delivery in a partnership environment
- Track record of successfully prioritising simultaneous activities within timescale and budget
- Knowledge of radio communications practice and principles (desirable)
- Recent operational experience (desirable)
- Knowledge and experience of project management and budget management (strongly desirable)
- Have the confidence of senior leaders with experience of regular engagement with senior management positions in FRS
- Understand the management structures, politics and culture of the fire and rescue service and other emergency service organisations
- Have the management skills to coordinate people from different disciplines and with differing viewpoints
- Have change management skills and significant experience to be able to bring order to complex situations and maintain focus on the Programme's objectives
- Have negotiating skills, interpersonal fluency, comfort with ambiguity and dynamic prioritisation

- Have access to specific skills including process analysis, benefits identification, modelling and analysis and business continuity management.

### **Role Profile**

The BCAM is tasked with guiding and directing the RCMs and other NFCC ESN team members to ensure that FRS' preparation for and execution of their transition from Airwave to ESN is achieved within relevant timescales. They will be accountable to the Fire Business Change Leader (BCL) for assisting services understanding of what is required of them and assessing and reporting services' progress to the BCL, Programme and other relevant bodies. This is a representational role representing fire and rescue services nationally and within the Programme.

### **Secondment**

The post-holder will remain employed by their home fire and rescue service and be seconded to the Home Office. Line management and day-to-day tasking will be provided by the NFCC Fire Business Change Lead. The post holder will be designated as a peripatetic worker and so should expect to work in London and undertake regular travel both within the UK and potentially beyond.