



Emergency Fire Services Rolemaps

The rolemaps enclosed are based on EFS National Occupational Standards and

- Operations in the Community NVQ Level 3 (2002)
- Control Operations NVQ Level 3 (2002)
- Watch Management NVQ Level 3 (2002)
- EFS Management NOS (2003)

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Contents

Firefighter	3
Crew Manager.....	4
Watch Manager	5
Control Operator	6
Control Watch Manager	7
Control Supervisor	8
Control/Station Manager	9
Group Manager	10
Area Manager	11
Brigade Manager	12

Firefighter Rolemap

Ref	Title
FF1	Inform and educate your community to improve awareness of safety matters
FF2	Take responsibility for effective performance
FF3	Save and preserve endangered life
FF4	Resolve operational incidents
FF5	Protect the environment from the effects of hazardous materials
FF6	Support the effectiveness of operational response
FF7	Support the development of colleagues in the workplace
FF8	Contribute to safety solutions to minimise risks to your community
FF9	Drive, manoeuvre and redeploy fire service vehicles

Crew Manager Rolemap

Ref	Title
FF1	Inform and educate your community to improve awareness of safety matters
FF8	Contribute to fire safety solutions to minimise risks to your community
WM1	Lead the work of teams and individuals to achieve their objectives
WM2	Maintain activities to meet requirements (MCI A1)
WM4	Take responsibility for effective performance
WM5	Support the development of teams and individuals
WM6	Investigate and report on events to inform future practice
WM7	Lead and support people to resolve operational incidents
Options	
L20	Support competence achieved in the workplace

Watch Manager Rolemap (Operations)

Ref	Title
WM1	Lead the work of teams and individuals to achieve their objectives
WM2	Maintain activities to meet requirements
WM3	Manage information for action
WM4	Take responsibility for effective performance
WM5	Support the development of teams and individuals
WM6	Investigate and report on events to inform future practice
WM7	Lead and support people to resolve operational incidents
WM9	Support the efficient use of resources
WM10	Acquire, store and issue resources to provide service
WM11	Respond to poor performance in your team

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation

Control Operator Rolemap

Ref	Title
CO1	Maintain information on EFS operational resources
CO2	Take responsibility for effective performance
CO3	Co-ordinate response to assist with resolution of event
CO4	Maintain reliability and readiness of control operations equipment
CO5	Manage information to support the needs of your community
CO6	Support the development of colleagues in the workplace
CO7	Drive, manoeuvre and redeploy fire service vehicles
CO8	Enter and integrate data and present information using a computer system

Control Watch Manager Rolemap

Ref	Title
WM1	Lead the work of teams and individuals to achieve their objectives
WM2	Maintain activities to meet requirements
WM3	Manage information for action
WM4	Take responsibility for effective performance
WM5	Support the development of teams and individuals
WM6	Investigate and report on events to inform future practice
WM8	Lead and support control operations to resolve operational events
WM9	Support the efficient use of resources
WM10	Acquire, store and issue resources to provide service delivery
WM11	Respond to poor performance in your team

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation

Control Supervisor Rolemap

Ref	Title
WM1	Lead the work of teams and individuals to achieve their objectives
WM2	Maintain activities to meet requirements
WM3	Manage information for action
WM4	Take responsibility for effective performance
WM5	Support the development of teams and individuals
WM6	Investigate and report on events to inform future practice

Options	
L20	Support competence achieved in the workplace

Control Manager/Station Manager Rolemap

Ref	Title
EFSM2	Lead, monitor and support people to resolve operational incidents
EFSM3	Determine solutions to hazards and risks identified through inspection and investigation
EFSM10	Plan and implement activities to meet service delivery needs
EFSM12	Manage the effective use of resources
EFSM13	Select required personnel
EFSM14	Manage the performance of teams and individuals to achieve objectives
EFSM15	Develop teams and individuals to enhance workplace performance
EFSM16	Manage yourself to achieve work objectives
EFSM21	Provide information to support decision making

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation
V1	Conduct Integral Quality Assurance of the assessment process

Group Manager Rolemap

Ref	Title
EFSM2	Lead, monitor and support people to resolve operational incidents
EFSM6	Implement organisational strategy
EFSM9	Implement and manage change in organisational activities
EFSM10	Plan and implement activities to meet service delivery needs
EFSM11	Determine effective use of physical and financial resources
EFSM13	Select required personnel
EFSM14	Manage the performance of teams and individuals to achieve objectives
EFSM15	Develop teams and individuals to enhance workbased performance
EFSM16	Manage yourself to achieve work objectives
Optional	
EFSM17	Advise on development and implementation of quality policies
EFSM18	Implement quality assurance systems
EFSM19	Monitor compliance with quality systems
EFSM22	Develop information systems to support service delivery objectives
EFSM23	Agree project plan to meet specified objectives
EFSM24	Co-ordinate projects to achieve objectives

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation
V1	Conduct Integral Quality Assurance of the assessment process

Area Manager Role

Ref	Title
EFSM2	Lead, monitor and support people to resolve operational incidents
EFSM5	Plan implementation of organisational strategy to meet objectives
EFSM6	Implement organisational strategy
EFSM8	Lead organisational strategy through effective decision making
EFSM9	Implement and manage change in organisational activities
EFSM11	Determine effective use of physical and financial resources
EFSM13	Select required personnel
EFSM14	Manage the performance of teams and individuals to achieve objectives
EFSM15	Develop teams and individuals to enhance workbased performance
EFSM16	Manage yourself to achieve work objectives
EFSM20	Exchange information to ensure effective service delivery
Optional	
EFSM17	Advise on development and implementation of quality policies
EFSM18	Implement quality assurance systems
EFSM19	Monitor compliance with quality systems
EFSM22	Develop information systems to support service delivery objectives
EFSM23	Agree project plan to meet specified objectives
EFSM25	Manage project to meet objectives

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation
V1	Conduct Integral Quality Assurance of the assessment process

Brigade Manager Rolemap

Ref	Title
EFSM1	Provide strategic advice and support to resolve operational incidents
EFSM4	Plan organisational strategy to meet agreed aims and objectives
EFSM5	Plan implementation of organisational strategy to meet objectives
EFSM7	Evaluate organisational performance against agreed measures
EFSM8	Lead organisational strategy through effective decision making
EFSM13	Select required personnel
EFSM14	Manage the performance of teams and individuals to achieve objectives
EFSM15	Develop teams and individuals to enhance workbased performance
EFSM16	Manage yourself to achieve work objectives
EFSM20	Exchange information to ensure effective service delivery

Options	
A1	Assess candidate using a range of methods
A2	Assess candidate by observation
V1	Conduct Integral Quality Assurance of the assessment process