



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE



# On-call to Wholetime Firefighter Information Booklet

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# Foreword

I am delighted to offer our on-call colleagues the opportunity to apply for vacancies to join the wholetime Service.

We really value the talent and skills we have in our existing staff and want to ensure you have every opportunity to pursue the career path of your choice and fulfil your potential with the Service.

We know from feedback we received about the previous wholetime recruitment process that changes needed to be made. So you will find that this process is very different.

To start with this application process is only open to our current on-call employees. We run separate processes for the public and transferees. This means there is no competition between those with firefighting skills and those who don't. Everyone will progress on merit.

The process focuses on your core skills rather than academic qualifications, so there is no requirement to have GCSEs to be able to apply. There is also no closing date, so you don't have to worry about missing a deadline or not being eligible right now, as you can still apply later.

Once you have applied and progressed through online tests you will need to be endorsed by an Operational Readiness Manager. Once the endorsement has been approved by an independent moderating panel, you will be placed into an applicant pool. Everyone in that pool will then have an equal opportunity to be progressed to further stages of the process. The successful applicants will then be used to fill permanent and fixed term positions

The process up to and including the applicant pool will be anonymous to ensure fairness and transparency as you progress. Communications with and about you will be on the basis of your applicant number.

The wholetime firefighter role differs from the on-call role in that protection and prevention work is a key part as well as response. This means that, for you to be able to progress in the recruitment process and have an opportunity to take up such a role, you will need to be excellent in your current role. Don't be modest, tell us what you are good at but also be honest about how you want to develop.

I know that some of you have been waiting for this chance for some time, and I would strongly recommend you read the further information on the website / intranet and consider your application.

We have produced this information booklet and interactive guide to answer your questions and help you through the process. If you have any further queries, contact your line manager in the first instance or email [wtrecruitment@dsfire.gov.uk](mailto:wtreruitment@dsfire.gov.uk).

The best of luck for your application and I wish you well in your future career.



ACFO Pete Bond  
Director of Service Delivery



## Difference between On-Call Role and Wholetime Role

If successful, there are some differences between the roles:

<b>On-Call</b>	<b>Wholetime</b>
I work for a primary employer or self-employed, whilst on-call	DSFRS will become your primary employer
I am on-call, living / working within a five minute response time of my local on-call station	Most wholetime stations are located in the larger urban areas, so you may have to travel some distance from your home to place of work
I currently provide a number of hours on-call such as 84 or 63 per week	Wholetime hours are set depending upon the shift pattern worked, normally 42 hours per week
I currently respond to incidents from home or work	You will now respond from your wholetime place of work. You may be away from your home two consecutive nights a week
I only respond to my local on-call fire station	If required, you may have to provide cover at other wholetime stations for day or night shifts
I am alerted via my pager to respond to incidents	You will not carry a pager, as you will be mobilised via a turn out system at the station or via the MDT on the appliance
I am currently an on-call crew or watch manager	The wholetime role is a separate contract, so you will start as a firefighter
I currently provide on-call hours around my work and family life, choosing when I am on-call	Depending upon your shift pattern, this may be set, so unless you are on annual leave you may have to work on public holidays, such as Christmas Day
I have 4 weeks annual leave if I have less than 5 years' service and 5 weeks annual leave, if more than 5 years' service	You will be classed as a new wholetime starter, so will receive 4 weeks annual leave until you have completed 5 years' service

<b>On-call</b>	<b>Wholetime</b>
I currently request annual leave 'as and when required' at my on-call station	Wholetime annual leave is normally chosen and pre-populated before the end of October in the previous year
On-call predominantly focuses on the response aspect of the Service	In a wholetime role you will carry out more prevention and protection work. You will attend training courses to acquire the skills to carry out this kind of work
I am a driver at my on-call station which only has one appliance	You may work at a station with various different appliances / specials. If, required to drive / operate, you will be trained in specific vehicle types such as aerial appliances
I only have fire kit / PPE / uniform for my on-call role	You will be issued with additional fire kit / PPE / uniform
I pay into the on-call firefighters pension scheme	A wholetime pension scheme is available. This is a separate scheme



# Our Values

These values should be at the heart of everything we do, decision making, leadership, designing new ways of working, recruitment, induction, development and progression.

## We are Proud to Help

Being open, clear, and realistic  
Admitting and learning from mistakes  
Showing trust and being trustworthy  
Being responsible and accountable



## We are Honest

Doing what we say we will do and seeing things through to the end  
Demonstrating high standards  
Working hard and doing our best to get the right outcomes  
Being motivated, keen and willing to give things a go



## We are Respectful

Being consistent and giving credit where it's due  
Always being polite, considerate and treating people fairly  
Genuinely listening, involving and engaging others  
Being inclusive to all

## We are Working Together

Understanding others needs and appreciating their demands  
Positively challenging, sharing ideas and giving feedback  
Supporting others and giving practical help and advice  
Being willing to adapt and change to get the best results



# NFCC Leadership Framework

The Leadership Framework provides a consistent approach to leadership and development for all staff, irrespective of discipline, role or function. The framework brings together the ‘what and the how’; combining traditional operational and professional competence with behavioural expectations.

You will be asked to provide evidence of how you meet the four areas below when completing your application form.

## Personal Impact

ensures we value, respect and promote equality and diversity. It's about being a positive presence on others, having personal integrity and an ability to self-manage. The focus is on self and how a manager uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.

## Outstanding Leadership

is about building high-performing teams and developing people to their full potential. It's about communicating with integrity, being open and honest to foster trust and building collaborative working partnerships. An ambassador and role model for the fire and rescue service. The focus is on others and how a manager uses leadership to create high performing teams.



## Organisational Effectiveness

is ensuring everything we do is linked to organisational plans and values. It's driving the mission and ensuring decisions and actions are beneficial to the customer. The focus is on the organisation and how a manager uses leadership to continuously improve, innovate and change.

## Service Delivery

is about delivering high quality services now and into the future. It's about intelligent problem solving with an outcome focussed approach, continuous improvement and value for money to our customers. The focus is on task and how a manager uses leadership to produce outcome-focussed results which meet customer needs.

# Recruitment procedure

## 1 Stage one: application

Complete the application form on the DSFRS website to include personal details, questions around eligibility criteria and to provide information to support your application where you will be asked to evidence how you demonstrate the four areas of the NFCC Leadership Framework (see previous page).

Once completed, applications are anonymised by the Service e-recruitment system, Talentlink, and given an applicant number. This number should be used in all communication with the Service.

When you provide your evidence to support the NFCC Leadership Framework, make sure you do not refer to your name, gender, ethnic background, sexuality etc. in order to keep your application completely anonymous.

Please note that HR cannot ask for an applicant's training record to check eligibility as applications are anonymised.

If there are any inconsistencies on the application, an applicant may be removed from the process. Please complete the form openly and honestly, your declarations will be verified at a later stage in the process.

If you are unsuccessful at this stage you can re-apply once you are eligible.



## 2 Stage two: online tests

You will be required to undertake three online tests to measure your ability to undertake the role. You will receive an email from Talentlink inviting you to complete the tests which will include links to practice them as many times as you would like.

**Numerical Reasoning:** Questions will require you to interpret and analyse numerical information that is presented to you either in a graph, a table or a short passage. To correctly work out the answer, you will be required to calculate basic numerical equations that are equivalent to GCSE level. The questions will be constructed in such a way that you will first have to consider how the problem can be solved and to identify the correct information necessary to do so, before performing the calculations. You are allowed the use of a calculator.

**Verbal Reasoning:** Questions will be presented as short passages of information about a specific topic. Candidates will be asked whether certain statements can be deemed true, false or not possible to say, based solely on the information provided. All prior knowledge should be disregarded for the purpose of these questions, as they aim to assess the candidate's innate ability to interpret and evaluate verbal information. They are not concerned with learned knowledge.

**Mechanical Reasoning:** Questions will comprise images and contain very little text. You will be required to apply cognitive reasoning to mechanical, physical and practical concepts in order to solve related problems. Again, prior knowledge is not necessarily required as these tests assess innate cognitive ability.

### **Reasonable adjustments**

Extra time is available for those with a disability or sensory impairment such as dyslexia. If you think this may apply to you, please read the instructions in the email you receive inviting you to take the tests. We would normally ask for evidence at this stage of your disability however this will identify you as a candidate. Therefore we will give extra time if asked, however if you progress to the later stages of the process and we find you were not entitled to extra time, your application may be rejected.

At a later stage you will be asked to sit short tests to verify your results from these tests.

All applicants are required to take these tests regardless of qualifications and experience as an on-call employee.

If you are unsuccessful at this stage you can reapply after 12 months. Please do not attempt to re-apply within 12 months. This will be checked if you progress further through the process. If multiple applications have been made, your application will be rejected.

### 3 Stage three: endorsement meeting

The endorsement stage is an essential part of the process. This element analyses the candidate's performance in their on-call role and will test all elements of the role.

You will need to populate your endorsement form with evidence to support each of the criteria listed. Once you have done this you will need to request a PPD meeting with your Line Manager, CM & WM, and send them your application form.

Prior to the meeting your CM and WM will review the form. You will then have the meeting with your WM to collectively review your form, adding evidence where appropriate, validating and challenging where necessary. Once the PPD Meeting has taken place, your WM will discuss your application and endorsement with your ORM to collectively make a decision on whether you have been endorsed or not, and your completed endorsement form will need to be emailed back to HR.

If successful you will progress to the next stage, the Moderating Panel.

If you are unsuccessful at this stage you can re-apply after twelve months or when your development plan is completed. Bear in mind that you are much more likely to be endorsed

if you have completed your development plan than if you re-apply at twelve months and still have certain areas for development.



#### 4 Stage four: moderating panel

The moderating panel will assess and quality assure your application to ensure fairness and transparency.

The panel will be assessing your application form, in particular the evidence you have provided against the four areas of the NFCC Leadership Framework. This evidence will be compared with your performance in your on-call role as detailed in the endorsement form.

The moderating panel will consist of professionals from HR and Service Delivery who will be recruitment and unconscious bias trained.

Your application will still be anonymous at this stage. Without knowledge of your name or diversity characteristics, the moderating panel will make a decision whether you will progress into the applicant pool for available wholetime positions.

If you are unsuccessful at this stage, your ORM will provide you with feedback during a development meeting and together you will develop a plan to work on your areas of development. You can re-apply after twelve months or when your development plan is completed. Bear in mind that you are much more likely to be pass the moderating panel stage if you have completed your development plan than if you re-apply at twelve months and still have certain areas for development.



## 5 Stage five: applicant pool

The applicant pool is a list of anonymised applicants who have been assessed by the moderating panel as potentially suitable for a wholetime role.

When wholetime positions become available candidate(s) are selected from the pool to progress to the Practical Assessments stage.

If your application is selected, your form will be decrypted. We will now be able to identify you and will check you are still eligible to apply.

All applicants in the pool will have a 12 month review.

An applicant can be removed from the pool for various reasons including:

- Competency issues
- Resignation from on-call employment (including career break)
- Extended sickness (considerations will be included in the sickness review)
- Fitness issues (could be put on hold in cases of maternity or long term sickness)
- Disciplinary action or capability notice
- Performance issues which result in no longer meeting endorsement criteria



## 6 Stage six: practical assessments

This stage includes a fitness test, and swim test.

The fitness test will be the multi-stage bleep test, the standard for this test is 8.8 which equates to a VO2 score of 42.3mls / kg / min.

There will be regular circuit sessions taking place for individuals to help improve their fitness, contact the Fitness team to find out more (FitnessAdvisors@dsfire.gov.uk).

You can also find links to information that will support you with your fitness plan on the Service intranet or [here](#).

The swim test is to confirm that you can swim and are confident in the water.

The swim test consists of three elements. You will need to:

- Jump into the deep end of a swimming pool.
- Swim 50 metres
- Climb out of the pool unaided, without using the steps.

All three elements need to be completed within 70 seconds.

**You must bring your Service ID badge to the assessments to confirm your identity. You will also need to bring recent blood pressure results from your GP or nurse.**

If you fail both your fitness test and swim test, you can re-apply after twelve months. If you fail the fitness test or swim test, your application may be put on hold until you pass the test, depending on your original result.



## 7 Stage seven: interview, presentation and verification tests

The presentation assesses your ability to stand in front of people confidently and give them information about a subject.

You will be asked to choose the topic of your presentation from one of the following areas:

- A project at work
- Current Affairs
- The Local Community
- Health & Fitness
- Education & Training

The presentation should take 5 minutes. No IT is available to assist in delivering the presentation, and you will not be able to bring your laptop, CDs or memory sticks.

After this there will be an interview. This will be a behavioural interview, meaning that the questions asked are focused on your experience, knowledge, skills and abilities in relation to the duties and relationships of a wholetime role.

The interview panel will consist of three members of staff from the Executive Leadership Team (i.e. Area manager and above or non-uniformed equivalent), HR and Service Delivery. The panel will be diverse

and will all be recruitment and unconscious bias trained.

If you are unsuccessful at this stage you will receive feedback from management and take part in a development meeting. You can reapply after twelve months.

If you fail the verification tests, you will be asked to sit the full online tests supervised. If you fail this test you can reapply after twelve months.



## Starting in Role and Beyond

If you pass the Interview and Presentation stage you will be offered the role and given a start date.

There will be an initial six month probation period from when you start in role. This will allow both you and the Service time to assess your suitability for the role, with probationary reviews held at two, four and six months. You will also follow the Firefighter Development Programme, from initial training to achieving full competency.

If you do not pass the probation period, your contract will end. You will be able to re-apply after 12 months.

When you pass your probation your role will be substantiated.



# Frequently Asked Questions

## General Questions

### **Why is the advert only open to on-call employees?**

This current process is to allow on-call applicants to apply as they already have many of the skills, knowledge and experience required for the role and therefore the testing and selection methods we use will be different. There will be another process to allow other DSFRS employees, external applicants and transferees from other Services to apply.

### **Can I apply more than once?**

Initially you must only submit one application. Once you have submitted an application, you must not apply again, unless you have been unsuccessful and the specified re-application time period has passed. This will be detailed in the email you receive informing you that you were unsuccessful.

When you apply you will be asked to input your National Insurance number in your application form which we will use to identify multiple applications. If we identify that you have more than one live application in the system, we may remove all your applications

from the process and not allow you to apply again for a certain period of time.

### **What do I need to be eligible to apply?**

To be eligible you must be a current employee of Devon & Somerset Fire & Rescue Service on an on-call contract and the following must be in date:

- Initial Course
- BA1 & BA2
- RTC
- SHACS
- Water Rescue Level 1

You must not have any unspent convictions or be on a career break. You must also not have any outstanding disciplinary issues or be under investigation due to potential disciplinary matters.

### **I have a 'live' warning on my Service record following a disciplinary hearing, can I still apply.**

No, you will not be eligible to apply until the sanction has expired.

### **Why is there no closing date?**

We have chosen to have an ongoing advert which will be open for applications for the foreseeable future. This will mean that there

is no rush for you to complete an application form. If you are not eligible at this time, you have time to gain the competencies you need in order to apply at a later date.

### **How many vacancies do you have to fill?**

We are unable to say how many vacancies we will have to fill because we just do not know. What we do know is that we will use this process and the external process to fill any wholetime firefighter vacancies for the foreseeable future.

### **What do I do if one or more of my courses is out of date?**

If any of your courses are out of date you must arrange to undertake the appropriate refresher training. You will not be able to apply whilst the course(s) are out of date, once you complete the refresher training and are eligible to apply, you can submit your application.

### **Are there any GCSE requirements?**

There are no GCSE requirements for this role. Instead, all applicants will be required to complete the three online tests, numerical reasoning, verbal reasoning and mechanical reasoning in order to demonstrate your aptitude for the role.

### **Why are applications being anonymised?**

Applications will be anonymous up to and including the applicant pool stage so that applicants are assessed as fairly and transparently as possible and progress through the process on the basis of merit. By anonymising applications we are eliminating any possibility of bias.

### **What can I do to make sure my application stays anonymous?**

When you complete your application form, apart from when completing the Personal Information section and signature, do not include your name or make any reference to your gender, Station, ethnic background or anything else that might identify you.

If you have a question or problem and need us to check your application, do not email from your Service email address as this will identify you. You can call the team on 01392 872510 but you must only give your applicant number.

Alternatively you can email using a personal email address which doesn't include your name. If you do not have this, there are email providers online, such as Gmail, which allow you to create a free account which you can use for all correspondence for this recruitment process.

## **How will you contact me throughout the process?**

All correspondence will be by email via Talentlink. It is important that you check your email regularly for invitations to the different parts of the process. Emails will only be sent to the email address you included in your application form.

## **How do I stop any emails from Talentlink going into a junk email folder or being blocked by my email provider?**

All emails regarding the process will be sent from the email address [wtrecruitment@dsfire.gov.uk](mailto:wtreruitment@dsfire.gov.uk). You can add this email address to your contacts list on your email account which should stop emails going into a junk folder. You can also add the email address to your safe senders list. Use Google online to find out how to do this.

## **Application Stage**

### **What personal information are you collecting about me and why?**

We will collect your name, address and contact details so that we can contact you with updates to your application. We will also ask you questions to identify whether you are eligible to apply.

We will ask you equality monitoring questions to find out things such as your age, religion, sexual orientation. This information will help us gather data about the types of people who are applying for our vacancies to ensure we are being fair and that people from all backgrounds are represented in our recruitment and selection processes. This will also help us to spot any gaps and take actions such as reviewing how we advertise our vacancies. On submission, this form will be separated from your application form and it will not be seen by the people who shortlist or interview candidates. The information you supply will be recorded confidentially and will be used to look, in general terms, at who is applying and who is not. You will not be individually identified.

### **How will I know my applicant number?**

When you submit your application form, you will receive an email from the Wholetime Recruitment Team acknowledging receipt of your application. Your applicant number will be detailed in this email and all subsequent emails as you progress through the recruitment stages. As applications are anonymous, we are unable to let you know your applicant number if you forget it. If you don't receive the email in your inbox, check your junk email folder.

## **What inconsistencies might remove me from the process?**

This could include your eligibility status, for example saying you are in date for a particular course when you are not. Or not disclosing an unspent conviction or current disciplinary matter. This could also include the evidence you provide to support the NFCC Leadership Framework if it is not consistent with the information detailed in your endorsement form.

## **Will I receive feedback if I'm not successful at this stage?**

If you are unsuccessful at the application stage, it's because you are not eligible to apply. You will receive an email from the Wholetime Recruitment Team to confirm you are not eligible and the reasons why.

## **Online Tests Stage**

### **How can I practice for the tests?**

The email from the Wholetime Recruitment Team inviting you to take the tests will include links to practice the tests as many times as you would like. You'll receive this email shortly after you submit your application once the system has assessed if you are eligible to apply.

## **How do I provide evidence of needing extra time?**

You will not be required to provide evidence at this time, we will provide you extra time in good faith. However you will be required to provide evidence if you reach the later stages of the process. If it is subsequently found that you were not entitled to extra time, your application may be rejected.

## **Endorsement Meeting**

### **What will the Endorsement Form be asking about?**

The endorsement form includes statements relating to the four areas of the NFCC Leadership Framework and your ORM will need to rate you against these areas to confirm whether you are meeting expectations, exceeding expectations or if it is an area for development. The endorsement is designed to review all elements of the role and will appraise your workplace performance and potential over a period of time.

### **Where will I find the Endorsement Form?**

The blank endorsement form will be attached to the email you receive from the Wholetime Recruitment Team when you reach the endorsement stage. There will also be an endorsement guidance document attached

which will give you further information on the process.

### **Why does my Endorsement have to come from my WM and ORM?**

Your WM and ORM will know how you perform in your current role and will be able to appraise your workplace performance and potential.

### **I have more than one ORM, or I have a new ORM, which one needs to complete my Endorsement Form?**

You will need to speak to both ORMs about your application. It must be the ORM in your on-call role who completes and submits the form but they must do this in communication with your other ORM.

### **How long do I have to submit my Endorsement Form?**

There is no time limit or deadline of when your form needs to be submitted as this is an ongoing recruitment process. Please be considerate of your ORM's workload and annual leave.

### **I have not been endorsed – what happens now?**

You will need to contact your WM and ORM

to request feedback so that you know why you have not been endorsed and your areas for development. You can re-apply after six months or when your development plan is completed. Bear in mind that you are much more likely to be endorsed if you have completed your development plan than if you re-apply at six months and still have certain areas for development.

### **I have been endorsed by my ORM, but haven't heard anything – what do I need to do now?**

In the first instance, contact your ORM to check they have sent your endorsement form to the Wholetime Recruitment team. Double check your emails and junk folders to make sure you haven't received communication from us.

### **Why does my endorsement form need to mention my applicant number only?**

This is to ensure your application stays anonymous and we are not able to identify you.

## **Moderating Panel**

### **Will I be required to attend the panel?**

No, your application form and endorsement will be assessed anonymously by the Moderating Panel.

## **What reasons would prevent my application from passing the Moderating Panel?**

We are looking for exceptional candidates, not just those that are meeting expectations in their current role. We are looking for candidates who go above and beyond, who exceed expectations and have demonstrated their potential to excel in the role.

## **If I do not pass the Moderating Panel, will I have to start the process again?**

You can resubmit the same application form however, you will need to ensure all the contact details and eligibility declarations are correct. You are advised to update your NFCC Leadership Framework evidence as that is likely to have changed since your original application form. Take on board any feedback you have received which will provide you with a basis on your development areas.

## **Applicant Pool**

### **How will applications be selected from the pool?**

We will be selecting candidates at random from the pool to progress to the next stage. We have decided to do this to make it as fair a process as possible and because

unfortunately we are not able to interview everyone in the pool.

As this is an ongoing recruitment process, we do not want to base the selection on who applied first. The process is only open to on-call employees and those that have applied will need to be eligible, pass the online tests, be endorsed and moderated so we are not expecting large numbers.

We have designed the process in a way that will identify the exceptional candidates who have consistently demonstrated their potential for a wholetime firefighter role.

### **How will I be notified that my application has been selected?**

If your application is selected from the pool, you will receive an email from the Wholetime Recruitment Team letting you know your applicant number has been selected and inviting you to the next stage of the process, the Practical Assessments.

### **What happens at the review if I have been in the pool for 12 months?**

If you have been in the pool for 12 months, we will make contact with you to check you are still interested and to reconfirm your eligibility and endorsement status.

## **Practical Assessment**

## Where on the intranet is the fitness guidance?

This can be found by clicking on 'Areas, Departments and Sections', 'Human Resources (HR)' and 'Fitness'.

## What does the swim test involve?

The swim test will consist of three elements, applicants will be expected to complete the three elements listed below within 70 seconds.

- Jump into the deep end of a swimming pool
- Swim 50 metres
- Climb out of the swimming pool, unaided and without using the steps.

## What is a recognised effective swimming stroke?

Any of the following:

- Breast stroke
- Back stroke
- Front crawl
- Back crawl
- Butterfly

## Why is there a requirement to swim?

Water rescue is a specialist role which you may be asked to perform. The essential criteria requires you to be able to swim and be confident in water.

## Will the same reasonable adjustments be applied to the verification tests as the online tests?

Yes, if you were given extra time for the online tests, you will also receive this for the verification test. At this point you will be required to provide evidence that you are entitled to the reasonable adjustments.

## Interview & Presentation

### How should I prepare for my Interview / Presentation?

Think about your performance in your on-call role, what you've done well and what you've learnt from. Think about the knowledge and skills you have built up and your abilities to fulfill the role of wholetime firefighter.

Practice giving your Presentation so that you know the subject matter well and have more confidence talking to the panel.

# Benefits of working for us

Devon & Somerset Fire & Rescue Service (DSFRS) welcomes all new members of staff into our work community. We are committed to ensuring that all staff have access to equal opportunities regardless of race, religion, disability, sexual orientation, age, gender, identity or any other human characteristic and pride ourselves on having a 'family' feel to our Service. We offer many benefits to help and support you during your employment in the Service, which include:

## 1. Family friendly policies

We have a range of policies including Family Leave which sets out provisions for maternity leave, paternity leave, parental leave, shared parental leave, adoption and foster care leave and time off for dependants.

### Maternity

The policy helps employees to balance personal and work requirements throughout pregnancy, especially around the time the baby is due and immediately afterwards. We also aim to give partners the opportunity to support the mother of a child during the period immediately following the birth of a baby.

## 2. Training and development

When you join you will have access to a range of training and support facilities. This includes training in activities such as operational incidents on the fire ground and leadership and management development programmes. Our own internally trained assessors and

trainers have a wealth of experience, but we also access external trainers to build on the skills, knowledge and understanding for the benefit of all staff.

## 3. Trade unions

Trade Unions are there to support you in your work life and they all offer a range of services and support.

There are three options for union membership:

FRSA - [www.frsa.org.uk](http://www.frsa.org.uk)

FOA – [www.fireofficers.org.uk](http://www.fireofficers.org.uk)

FBU – [www.fbu.org.uk](http://www.fbu.org.uk)

## 4. Staff supporters

We have a Welfare Officer who can provide individual assistance and signpost other sources of support including a mediation service, free one to one counselling and individual critical incident defusing. We



also have a team of volunteers throughout the Service who are available to provide confidential support for members of staff who may be experiencing difficulties whether at home or at work. They aim to be a support where possible and can also signpost to other agencies and counselling services where necessary.

#### 5. Fire Fighters Charity

The Fire Fighters Charity is the UK's leading provider of services that enhance quality of life for serving and retired fire service personnel and their families. They are available for all members of the fire service community during their times of need, assisting thousands of individuals every year by providing pioneering treatment and support services. The Charity has three centres in Devon, Cumbria and West Sussex that offer rehabilitation programmes to eligible beneficiaries of the fire service community, as well as recuperation

breaks that provide the chance to relax in peaceful and tranquil surroundings, which can aid emotional recovery following illness, injury, or other problems.

#### 6. Support networks

##### **Fire Pride**

The Service is committed to providing a workplace that ensures all employees are valued and treated with dignity and respect. We are committed to Lesbian, Gay, Bisexual and Transgender (LGBT) equality and, through initiatives such as the Fire Pride network and attendance at Pride festivals, aim to create the right working environment for LGBT colleagues to feel able to be open about their sexual orientation or gender identity at work, if they choose.

DSFRS is a member of The Employers Network for Equality & Inclusion (ENEI). The ENEI is the leading employer network promoting equality and inclusion in the workplace, whose role is to influence government, business and trade unions, campaigning for real practical change.

##### **WANDS**

Our women's network identifies and provides solutions for, the barriers faced by women in recruitment, retention and progression. In carrying out this role, the network supports

the Service's aim to become an excellent organisation and enable all employees to reach their full potential.

The network brings women together to provide mutual support and encouragement and the opportunity to discuss and resolve issues of concern. The network is affiliated to the national Women in the Fire Service network.

### **Dyslexia support**

The Service is committed to providing support for dyslexic employees to reduce the barriers they face in the workplace and enable them to be fully productive in their roles. This also means increasing awareness amongst all employees about what being dyslexic means, both the positive and the more challenging aspects.

### **B&EMM**

The FBU have a Black and Ethnic Minority Member section which provides a focal point for advice and support.

### 7. Facilities

#### **Staff car park car**

Car parking is available at all DSFRS sites. These are generally on first come first served basis.

### **Gym facilities**

Gym facilities, or facilities for other types of exercise, are available at all of our sites and can be accessed at any time.

All sites have shower facilities to use after your fitness session.

Service Fitness Advisors can provide you with health and fitness guidance and support, and an exercise regime / plan if required.

### 8. Sports and Social Association

With currently 12 different sports sections within the SSA you can try your hand at anything from martial arts to mountaineering and we welcome new initiatives. We also have a monthly lottery.

### 9. Staff discount scheme

As a member of DSFR's staff you can receive discounts in shops and / or on-line services. On production of your ID card some shops give as much as 20% discount. This benefit can range from holidays, outdoor activities stores, jewellers and much more.

## Further Information



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



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