

HUMBERSIDE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

(Support Services Role)

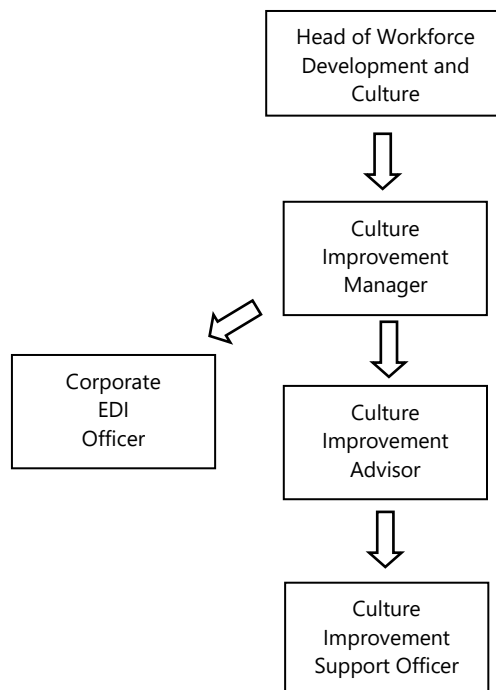
POST TITLE Culture & Improvement Advisor	POST NO. TBC
SECTION/DIVISION/LOCATION Workforce Development and Culture	POST GRADE Grade 9
OVERALL PURPOSE OF THE JOB The Culture and Improvement Advisor will support the development, implementation and ongoing enhancement of the Service's Culture Transformation Framework and cultural improvement activities. The postholder will work collaboratively across the organisation to promote inclusive, values led behaviours and provide specialist support in the delivery of culture, engagement, and continuous improvement initiatives. The role supports the Culture Improvement Manager in ensuring cultural expectations are clearly defined, understood and embedded across all levels of Humberside Fire and Rescue Service.	
<u>KEY ACTIVITY AREAS/MAIN DUTIES</u> <u>Key Responsibilities</u> 1. Support delivery of cultural actions within the Service Improvement Plan (SIP), contributing to areas arising from national reports His Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) and internal initiatives such as staff surveys and "Let's Make a Difference Together" events. Assist in translating recommendations into actionable tasks and maintaining accurate tracking data. 2. Co-ordinate the collection, organisation and presentation of evidence relating to cultural enablers, deliverables and outcomes required for SIP reporting. Highlight gaps and support the development of solutions that make cultural improvements measurable. 3. Assist in monitoring progress against cultural improvement actions, working with Heads of Function and ensuring updates, tracking notes and documentation are maintained and submitted to required deadlines. 4. Support the organisation's response to HMICFRS Standards of Behaviour and other national reports and recommendations, helping to conduct gap analysis and support action planning related to inquiries such as Grenfell and Manchester Arena. 5. Provide routine updates, supporting briefings and reporting to the Culture Improvement Manager, Corporate Leadership Team (CLT) and Senior Leadership Team (SLT) on progress against cultural improvement actions and evidence submissions. 6. Work with the Equality, Diversity and Inclusion (EDI) Committee, EDI Lead and wider stakeholders to ensure cultural improvement activity is inclusive, representative and informed by staff insights. Support engagement events, recognition activities and values-driven programmes. 7. Use insights from organisational learning mechanisms (Assurance Management System (AMS), project reviews, feedback channels) to inform continuous cultural improvement, ensuring learning is captured and contributes to updated or refined approaches.	

8. Support delivery of the Culture Transformation Framework, assisting in developing and implementing improvement activities, engagement sessions, workshops and tools that reinforce values and expected behaviours.
9. Promote positive cultural change across the Service, modelling inclusive behaviours, supporting psychological safety and encouraging innovation at all levels.
10. Champion equality, diversity and inclusion by integrating EDI considerations into all cultural activity and supporting initiatives that strengthen diversity, belonging and fairness in the workplace.

NOTES:

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
2. The post holder is required to comply with relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relate to the post and the post holder.

POSITION IN ORGANISATION



JOB REQUIREMENTS: Knowledge and Skills

The post-holder will require:

Knowledge

- Understanding of organisational culture, behaviour change and values-led leadership, including psychological safety and high-performing team principles.
- Knowledge of Equality, Diversity and Inclusion legislation including the Equality Act 2010, Public Sector Equality Duty (PSED) and relevant good practice.
- Awareness of national fire sector cultural expectations, including HMICFRS findings, National Fire Chiefs Council (NFCC) guidance and national inquiry outcomes.
- Understanding of organisational development and change principles, including engagement methodologies and lessons-learned frameworks.
- Knowledge of workforce development and people-centred improvement, and how leadership behaviours influence culture.
- Ability to interpret cultural and engagement data, including surveys, EDI monitoring and qualitative insight.
- Awareness of policy review processes, ensuring alignment to organisational values and inclusion.

Skills

- Strong communication skills, including report writing, presentations, facilitation and production of learning content.
- Stakeholder engagement and collaboration, with ability to build trust and influence constructively.
- Analytical capability, identifying themes and translating insight into improvement actions.
- Organisational and project support skills, including planning, tracking and meeting deadlines.
- Training and facilitation skills, particularly supporting cultural conversations, workshops and engagement sessions.
- Problem-solving and critical thinking, contributing to practical improvement recommendations.
- Emotional intelligence, discretion and cultural sensitivity, particularly when supporting staff or handling sensitive discussions.
- Digital and data literacy, including confident use of a range of Microsoft applications, HR/EDI systems and cultural dashboards.

Qualifications

- Graduate level qualification (or equivalent relevant professional experience) in a relevant discipline such as Human Resource Management, Business Management or Organisational Psychology.

Creativity and Innovation

The postholder will be expected to:

- Use cultural data to identify opportunities for improved approaches.
- Support development of innovative solutions informed by evidence and staff experience.
- Review policies, processes and behaviours with a critical and values-aligned perspective.
- Contribute to creative engagement tools, training materials and communication resources.
- Encourage staff participation, psychological safety and idea-sharing.
- Apply digital tools to enhance cultural understanding and support decision-making.

Decision Making

- Provides informed recommendations to the Culture Improvement Manager and supports decision-making relating to culture, EDI and workforce experience.
- Contributes to policy reviews, ensuring inclusivity and alignment to cultural expectations.
- Makes day-to-day decisions about prioritising work within cultural improvement activities.

Boundaries of Decision Making

Works within Service policies, governance structures, legal frameworks and the direction from the Culture Improvement Manager. Decisions with significant organisational impact will be escalated appropriately.

Contacts and Relationships

Internal Contacts

- Senior Leadership (CLT/SLT): Supports updates and evidence submissions.
- Managers and Supervisors: Assists with embedding values and cultural expectations.
- HR, EDI and Workforce Development Teams: Works closely to align cultural and people-focused initiatives.
- Staff Networks and Employee Groups: Supports engagement, facilitating insight into cultural improvement work.
- Employees across all roles: Builds trust, encourages feedback and promotes positive culture.

External Contacts

- Regional Fire and Rescue Services for learning and benchmarking.
- NFCC and national networks for sector-wide good practice.
- Specialist bodies and partners linked to EDI, training or workforce development.
- Local government, inspection bodies and other sectors, as required to support cultural evidence.

Responsibility for Resources

- Responsible for appropriate use of IT equipment, systems, training materials and engagement resources.
- May support logistical arrangements for workshops, events and multi-stakeholder activity.

WORK ENVIRONMENT

Work Demands

- Manage a varied workload supporting multiple cultural projects and reporting requirements.
- Respond to emerging organisational needs or inspection findings.
- Meet deadlines for governance reporting and evidence submission.
- Support a mix of planned work and reactive cultural issues.
- Work flexibly to deliver events, workshops and engagement activity.

Physical Demands

- Role is undertaken with normal physical effort.
- Occasional movement of light materials (training resources, equipment) may be required.

Working Conditions

- Primarily office or hybrid environment.
- Travel required across Service locations and partner sites.
- Occasional regional or national meetings.
- Visits to operational stations may be required with appropriate safety protocols.

Work Context

- Minimal personal risk within normal organisational policies and procedures.
- Regular handling of sensitive or confidential information.
- Exposure to emotionally sensitive discussions, requiring professionalism, resilience and discretion.

Signature

Designation

Date

CONFIRMED BY:

RECEIVED BY:

PREPARED BY:

POSTHOLDER

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.