



# **WE ARE MERSEYSIDE FIRE & RESCUE SERVICE**

**CANDIDATE PACK**

## **INTER-SERVICE WHOLETIME FIREFIGHTERS TRANSFERS**



# WELCOME TO MERSEYSIDE FIRE & RESCUE SERVICE

Welcome to Merseyside Fire & Rescue Service and thank you for your interest in working in our Service.

If you are successful through the process you will be taking on a pivotal role within a Fire & Rescue Service, which prides itself in being set in the heart of its diverse communities.

At Merseyside our staff are courageous, compassionate and serve with integrity. We are looking for highly talented, bold and innovative individuals to join our team and achieve our aim to be the best Fire & Rescue Service in the UK.

Merseyside Fire & Rescue Service is an excellent place to work, but don't just take our word for it; we would encourage you to spend some time with us to learn a little more about us, what's important and how we do things.

This candidate pack should provide you with a good foundation, with lots of information and links to pertinent documents to help you get to know us much better.

We set high standards at Merseyside and we're not embarrassed to say so, our selection process will be challenging for all the right reasons and will reward the best candidates with a career with excellent development opportunities and an ability to make a real difference.

We are Merseyside Fire and Rescue Service - be part of our future.



**Phil Garrigan**  
Chief Fire Officer

## CANDIDATE PACK CONTENTS

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# MERSEYSIDE FIRE & RESCUE SERVICE

## INTER-SERVICE WHOLETIME FIREFIGHTER TRANSFERS



**Role:** Competent Firefighter (Various Duty Systems Available)

**Salary:** From £32,244

*Are you currently serving as a Competent Wholetime Firefighter?*

*Are you interested in Transferring into Merseyside Fire & Rescue Service?*

*We are now accepting applications from Firefighters currently employed on a wholetime basis at a UK Local Authority Fire & Rescue Service.*



### OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening. Saving lives and keeping our Firefighters safe matters to us. We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community – it's where we are from, it's where we have brought up our families. We reflect our area – looking after each other and showing kindness.

Our teams continue to shape our story, putting our community at the heart of everything we do. We have a long and proud history of being bold – a mindset of let's try it – let's do it. For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play – **our place, our culture and our people** are what make us great.

### YOUR STORY

Our Firefighters come from a vast range of different backgrounds but have one thing in common – a commitment to serve, protect and support our communities. We are committed to ensuring our teams are fully representative the communities they serve.

If you share our commitment, in return we can offer you a rewarding career, working within one of the best Fire & Rescue Services in the country. We will ensure that you are provided with the very best training and equipment to allow you to perform your role as safely and effectively as possible. We will also ensure that you have an opportunity to stretch and develop yourself, with a variety development programmes available to support your career progression.

### JOIN THE TEAM

If you're interested in joining Merseyside Fire & Rescue Service and playing your part in our story, **APPLY ONLINE** through <https://recruitment.merseyfire.gov.uk/wrl/> before the application deadline of **Midnight, Sunday 8<sup>th</sup> January 2023**.

If shortlisted, candidates will be invited to attend a multi-stage assessment process which includes Interview, Fitness and Swim assessment.

When appointed you will undertake an induction and development programme in order to support your transition into Merseyside Fire & Rescue Service.

**OPTIONS WITHIN WHOLETIME**

Merseyside Fire & Rescue Service offer a range of wholetime duty systems in order to effectively meet the needs of our communities. These duty systems also provide opportunities for Firefighters to access working patterns that best meet the needs of their lifestyles. The below provides an overview of our duty systems.

**HYBRID**

**Salary:** FF £32,224 + £3,222 Retained

The Hybrid model duty system combines elements of the wholetime 224 duty system and DCWTR system. The staffing model provides for 3 appliances to be available 24/7 through a combination of wholetime and retained coverage.

Staffing at a Hybrid station allows staff locally to shape the approach to be undertaken to ensure appliance availability is met, through either self-managed/self-sufficient, fixed patterns and/or a combination of both.

**DAY CREWED RETAINED (DCWTR)**

**Salary:** FF £32,224 + £3,222 Retained

Individuals undertaking this role are responsible for managing a watch on a station under the day crewing whole-time retained shift (DCWTR) system. The normal hours of work on the DCWTR duty system will be 48-hour day crewing (4x 12 hour days) with 48 hours retained over 8 days (to run concurrently).

The retained cover allows for resilience and is based on a 30 minute response into station to ensure operational availability is maintained.

Staffing at a DCWTR station allows staff locally to shape the approach to be undertaken to ensure appliance availability is met, through either self-managed/self-sufficient, fixed patterns and/or a combination of both.

**WHOLETIME 2-2-4**

**Salary:** FF £32,224

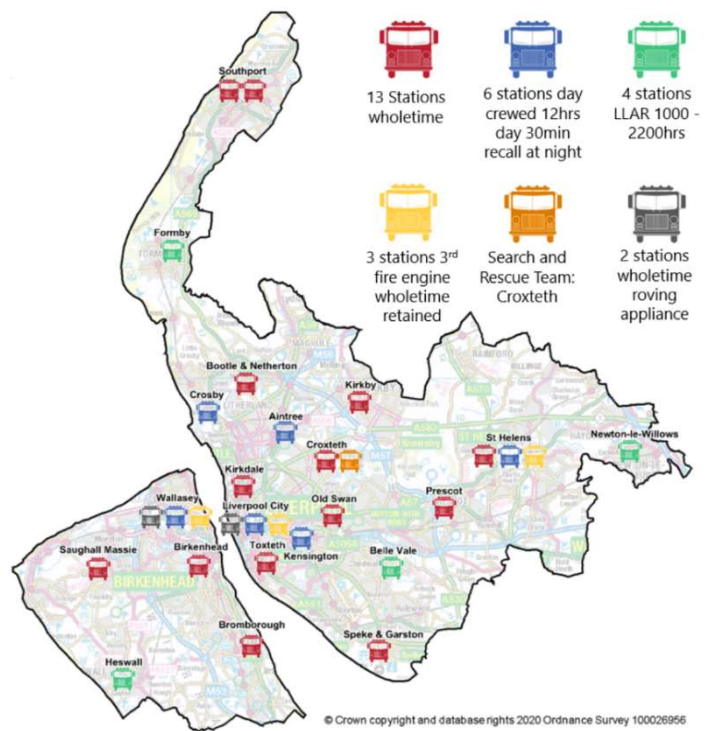
Individuals undertaking this role are responsible for managing a watch on a station under the whole-time (2-2-4) shift system, two 12 hour day shifts followed by two 12 hour night shifts followed by four rota days.

**LOW LEVEL ACTIVITY & RISK (LLAR)**

**Salary:** FF £32,224 + £3,222 Retained

Firefighters on this system hold a primary and retained contract. This provides for working a 12-hour day shift (currently 10am-10pm) on station, immediately followed by a 12 hour retained night period either from accommodation on or near their station, or from their home address if within a 1.9 minute distance of the station (travel time identified by the Service).

On average staff work 4 shifts in an 8-day period (averaging 42 hours per week under each contract) as part of a team based self-rostering system.



**ELIGIBILITY TO APPLY**

Unfortunately, we cannot accept applications from individuals if they are not currently serving as a **COMPETENT WHOLETIME FIREFIGHTER** in a UK Local Authority Fire & Rescue Service.

Individuals wishing to join Merseyside Fire & Rescue Service who do not meet the above criteria will need to apply as part of our Development Firefighter recruitment process. It is anticipated that this will commence early 2023.





### **Pension Considerations**

#### **Annual Allowance**

Please note that it is your personal responsibility to check whether by applying/accepting this position it would result in any Annual Allowance implications. A breach in the Annual Allowance threshold could result in a Tax charge. Further information on Annual Allowance can be obtained from the Pensions team, or the Pension Administrator website (Local Pensions Partnership Administration Ltd – website - [lppapensions.co.uk](http://lppapensions.co.uk), Annual Allowance Information - Annual Allowance)

#### **Lifetime Allowance**

Please note that it is your personal responsibility to check whether by applying/accepting this position it would result in any Lifetime Allowance implications. A breach in the Lifetime Allowance threshold will result in a Tax charge. Further information on Lifetime Allowance can be obtained from our Pensions team, or the Pension Administrator website (Local Pensions Partnership Administration Ltd – website - [lppapensions.co.uk](http://lppapensions.co.uk), Lifetime Allowance Information - Lifetime Allowance)

### **Safeguarding**

Merseyside Fire and Rescue Service's recruitment and selection procedures reflect our commitment to safeguarding and promoting the welfare of Adults, Children and Young People and all staff and volunteers are expected to share this commitment.

## WE ARE MERSEYSIDE, PART OF OUR COMMUNITY

Living in Merseyside will reward the successful post holder in lots of different ways. It's difficult to put into words what it can offer, at the heart of it though, is an opportunity to be part of our Community, our Place, our Culture and our People. That's what makes us and Merseyside great.

### OUR PLACE

Merseyside is an area steeped in maritime history; it is an area of rich heritage with worldwide links to culture, arts, music and sport.

Merseyside is a county in the north west of England, on both sides of the mouth of the river Mersey and includes the metropolitan districts of Knowsley, Liverpool, Sefton, St Helens and Wirral.

### OUR CULTURE

The city of Liverpool is an important centre for culture throughout the world, it boasts world leading attractions in the arts, music, theatre, entertainment and sport.

Liverpool has one of the most impressive collections of museums in Europe, boasting more galleries and national museums than any city in the UK outside London.

Merseyside moves to its own rhythm; Liverpool is a city that's very heart beats with the sound of music. A UNESCO City of Music, famous for its Mersey Beat and for those four lads that changed the music world forever - but that's not all.

We have a plethora of theatre's on offer throughout the region, many situated in our bustling city centre such as the Philharmonic, The Empire and the Playhouse. You'll also find them within towns throughout our region like the Floral Pavilion in New Brighton and the Shakespeare North Playhouse in Prescot.

Liverpool City Region boasts three historic football clubs. Everton and Liverpool are separated by just one mile and are two of the Premiership's finest. Wirral's Tranmere Rovers play at Prenton Park in Birkenhead.

The region is also home to England's Golf Coast, the finest stretch of championship golf in the world, with no fewer than three Royal Links courses which have hosted endless Open Championships and Ryder Cups.

Horse-racing is huge in the city; Aintree and Haydock racecourses offer top-quality racing including the world-famous Grand National Festival at Aintree each spring.



## There's more ...

Merseyside is also home to a number of top rugby teams, including St Helens (Saints) - the most successful Rugby League club of the Super League era.

Being a maritime hub we're also the perfect place to try your hand at watersports, with a number of centres across the city region including Liverpool Watersports Centre and Wirral Sailing Centre based at West Kirby Marine Lake, with courses available for all ages and levels of experience.

Don't just take our word for it, come for a visit, with excellent transport links you'll be here in no time and once you're here you won't want to leave.

### OUR PEOPLE

Our people have a mindset of lets try it – lets do it. We are bold and always give our best to be the best we can be. Our people are diverse, each bringing something different to their roles but working together to achieve outstanding impact.

Merseyside is world renowned for its welcoming and friendly atmosphere, Merseyside Fire & Rescue Service is no different – we are built to help, we look after our Communities and we look after each other.



### OUR COMMUNITY

Merseyside spans 249 square miles of land and whilst it contains some of the most deprived areas in England, where the Service can make a real difference; it is also home to some of the most desirable and sought after locations which attractions more and more people into the region each year.

### OUR FAMILY

We know just how important family is to our staff and Merseyside offers a fantastic setting for people relocating to the area. With its mix of rural areas, small towns and the bustling city centre of Liverpool, Merseyside really does have it all.



**Eating Out:** Food and Drink in Liverpool is fantastically varied, from sleek fine dining to indie bistros and pop-up foodie heavens to high-street favourites. Merseyside has no shortage of award winning restaurants, with a variety AA Rosette and Michelin starred venues to get your taste buds tingling.



**Green Spaces:** In Liverpool City Region we are blessed with an abundance of outdoor spaces. We have 200 acres of parkland under 15 minutes from the city centre at Sefton Park. We've pretty beaches on both sides of the water. Trips to Crosby Beach to visit Antony Gormley's Iron Men, National Trust's Formby Beach, Thurstaston Beach and Hillbre Islands all need to be on your must visit list.



**Education:** Merseyside is home to some of the highest performing Secondary School in the UK. There's no shortage of Higher Education options either, with world leading Universities such as University of Liverpool, Hope University and Liverpool John Moores University not to mention institutes such a Liverpool Institute for Performing Arts (LIPA).

## OUR OFFER

Living in Merseyside is really rewarding and we're confident that for the successful candidate, relocating will be the move of a lifetime. We're here to support that transition, our team will provide help, guidance, ensure you settle in and find out more about what the region can offer your lifestyle.

In a professional context, Merseyside Fire & Rescue Service offers the successful candidate an opportunity to make a real impact in a bold, busy Metropolitan environment, with a risk profile that will offer excellent development opportunities.



## BENEFITS

**Merseyside Fire & Rescue Service recognises the hard work and commitment of its staff. In return, we can offer the right candidate a competitive reward package.**

- ❖ The Service have developed several work life balance policies and procedures that support and enable you to balance your paid work, your family life and your ability to attend work
- ❖ Considerable investment in learning & development, including professional development schemes.
- ❖ Diversity is seen as a strength of the Authority. As an organisation, we seek diversity at all levels and expect a work environment in which all employees can develop and contribute to their full potential.
- ❖ Provision of outstanding Occupational Health Services with dedicated mental health and wellbeing resources.
- ❖ Use of on-site fitness suites.

## TERMS & CONDITIONS

**Terms & Conditions of employment will be in accordance with provisions set out in the National Joint Council for Local Authority Fire & Rescue Services Scheme of Conditions of Service (Grey Book) and supplemented by Merseyside Fire & Rescue Authority's local terms and conditions and associated policies.**

- ❖ Salary is duty system worked. Competent Firefighter salary From £32,244.
- ❖ Pension provisions in accordance with the Firefighters' Pension Scheme as amended from time to time.
- ❖ Annual, Public Holiday and Long Service leave will be in accordance with NJC conditions of service. Leave entitlement incorporating Scale A, Scale B and Long Service is 33 days each calendar year.
- ❖ Hours of work will be 42 hours per week.
- ❖ The period of notice to terminate employment by the employee is 90 days. Termination of employment by the employer is 90 days.
- ❖ If successful you will be offered a position at a specific location. Although the place of work may be anywhere within the Merseyside county area.
- ❖ Due to the nature of duty systems at Merseyside Fire & Rescue Service, successful candidates are required to reside in Merseyside on the commencement of their employment.



## MERSEYSIDE FIRE & RESCUE SERVICE

### PERSON SPECIFICATION

<b>Job Title:</b>	Firefighter	<b>Team:</b>	Stations
<b>Salary:</b>	Competent Firefighter	<b>Directorate:</b>	Operational Response

#### GENERAL ROLE LEVEL CRITERIA

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
1	Competent Firefighter	ESSENTIAL	AF/PD
2	Qualified blue light emergency fire appliances driver	DESIRABLE	AF/PD
	KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
3	Experience of making a positive contribution to the community	ESSENTIAL	AF/I
	MFRS VALUES	ESSENTIAL/DESIRABLE	ASSESSED BY
4	Courage	ESSENTIAL	AF/I
5	Integrity	ESSENTIAL	AF/I
6	Compassion	ESSENTIAL	AF/I
	SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
7	Presents an approachable and positive image within the organisation and community	ESSENTIAL	AF/I
8	Communicates clearly and concisely and at a level appropriate to the audience	ESSENTIAL	AF/I
9	Ability to work on own initiative as well as being a member of a team	ESSENTIAL	AF/I
10	Ability to remain calm under extremes of physical and mental pressure	ESSENTIAL	AF/I
11	Actively finds solutions to problems	ESSENTIAL	AF/I
12	Ability to follow instructions	ESSENTIAL	AF/I
13	Ability to understand, recall, apply and adapt relevant information	ESSENTIAL	AF/I
	PHYSICAL REQUIREMENTS	ESSENTIAL/DESIRABLE	ASSESSED BY
14	Good level of physical fitness, strength and good health as appropriate to the role	ESSENTIAL	PA
15	Eyesight requirements - Corrected vision of 6/9 in the better eye and 6/12 in the worse eye. The minimum uncorrected vision should be 6/18 in the better eye and 6/24 in the worse eye.	ESSENTIAL	MEDICAL
16	Able to confidently swim 50 metres unaided	ESSENTIAL	PA

#### GENERAL ROLE LEVEL CRITERIA CONTINUED

	ROLE RELATED REQUIREMENTS	ESSENTIAL/DESIRABLE	ASSESSED BY
17	Commitment to diversity and equality	ESSENTIAL	AF/I
18	To work at any location across the Merseyside area as required and in case of exceptional circumstances outside the area	ESSENTIAL	AF/I
19	Enhanced Disclosure Barring Service check with adult and child barred list check	ESSENTIAL	PD
20	UK driving licence	ESSENTIAL	PD

#### KEY

AF	Application Form	I	Interview
PD	Produce Documentation	PA	Incident Command Assessment

## JOB PROFILE

<b>JOB TITLE:</b>	Firefighter
<b>SALARY GRADE:</b>	Competent Firefighter * An additional 10% will be paid if you are appointed into a duty system with a retained cover element.
<b>DIRECTLY RESPONSIBLE TO:</b>	Watch Manager

### MAIN JOB PURPOSE

To save and preserve endangered life by supporting and maintaining an emergency response service. Assisting with the delivery of Prevention and Protection programmes to the most vulnerable people across Merseyside.

It is essential that the post holder will be committed to, and encourage and promote the values of MFRS and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

As detailed in the Authority's IRMP, the Leadership Message clearly states our Values.

#### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail

#### We serve with **Integrity**

- By doing the right thing even if it is hard or no one is watching
- By leading by example
- By standing up for what is right
- By being open, honest and fair
- By making decisions in the best interests of the community

### KEY AREAS OF RESPONSIBILITY

- Save and preserve endangered life.
- As part of a team resolve operational incidents.
- Support the effectiveness of operational response.
- Protect the environment from the effects of hazardous materials.
- Drive, manoeuvre and redeploy fire service vehicles, if qualified and required to do so.
- Deliver and contribute to prevention and protection programs to protect the public and make the community safer and stronger.
- Support prevention and protection programmes and activities such as road safety, bonfire period and water safety.
- To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Diversity, incorporated in the Ground Rules, Code of Conduct and Values, and for promoting an environment of dignity and respect amongst colleagues.
- Promote and embed the principle of equality and diversity in line with organisational policies.

- ❑ Take responsibility for personal performance, including personal fitness and welfare, and the development of personal skills including the use of appropriate IT systems and the attainment of the appropriate vocational qualifications to ensure the required skills, knowledge and demonstration of competence to fulfil the role.
- ❑ Communicate skills and knowledge to colleagues in order to support the development of their personal and professional competence.
- ❑ Ensure, as far as is reasonably practicable, the health and safety of yourself, personnel and others who may be affected by your acts and/or omissions.
- ❑ Ensure that all activities comply with the policies and procedures of MF&RS and to support the delivery of community, station and district plans as part of your role.

**ADDITIONAL INFORMATION:**

- ❑ Notwithstanding the detail in this job profile, in accordance with the Authority's approach towards flexible working, and in accordance with NJC Scheme of Conditions of Service (Section 3, paragraph 6), the post holder will undertake such work as may be determined by the Chief Fire Officer from time to time within the scope of the nationally agreed role map for this role, and in any location within the geographical area served by the MF&RS and other areas where the Fire Authority has entered into mutual arrangements with other fire and rescue authorities and other agencies.

**OUR VISION**

To be the best Fire & Rescue Service in the UK. One team, putting its communities first.

**OUR PURPOSE**

Here to serve. Here to protect. Here to keep you safe.

**CORE REQUIREMENTS**

**EQUALITY & DIVERSITY, HEALTH & SAFETY, CONFIDENTIALITY & DATA PROTECTION**

To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Fairness at Work and Ground Rules, and for promoting an environment of dignity and respect amongst colleagues.

It is the policy of Merseyside Fire and Rescue Authority (MFRA) to provide, maintain and seek continual improvement of, as far as is reasonably practicable, a safe working environment for all of its employees and for others that may be affected by its activities. Everyone has a personal responsibility for their own safety and health, for others in the workplace and for the environment in which they work. It is, therefore, the duty of every employee whilst at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Confidentiality / data protection regarding all personal information and Authority activity must be maintained at all times (both in and out of work). The post-holder must be able to recognise the importance and sensitivity of issues, ensuring that confidentiality is maintained at all times. All employees should ensure that they are familiar with and adhere to the Authority's data protection policy.

**REVIEW ARRANGEMENTS**

The details contained in this job profile reflect the content of this job at the date it was prepared. It should be remembered, however that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job profile from time to time and will consult with the post-holder at the appropriate time.

<b>Date job profile prepared / revised:</b>	March 2022
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## LINKS TO ASSOCIATED DOCUMENTS CAN BE ACCESSED BELOW

### INTEGRATED RISK MANAGEMENT PLAN 2021-2024



Integrated Risk  
Management Plan (IRMP)



Click HERE: <https://tinyurl.com/d5tj5wwk>

Click HERE: <https://tinyurl.com/yc7k992n>

### SERVICE DELIVERY PLAN APRIL 2022 - MARCH 2023



Service Delivery Plan



Click HERE: <https://tinyurl.com/yc593y6c>

Click HERE: <https://tinyurl.com/2p8c8nxv>



**Fire & Rescue Service**  
**2021/22**  
Effectiveness, efficiency and people

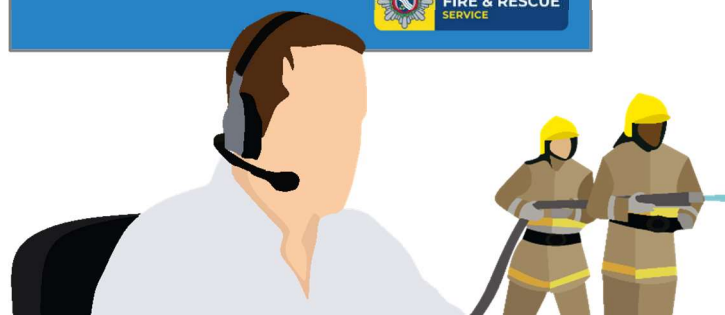
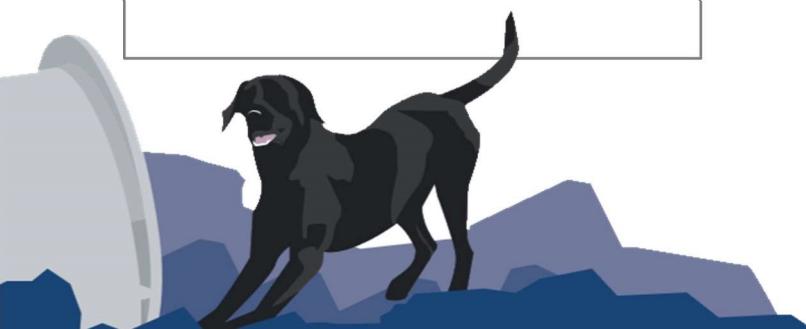
An inspection of Merseyside Fire and Rescue Service



### PEOPLE PLAN 2021-24



*Our people, our  
culture, our place*





## OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening.

Saving lives and keeping our Firefighters safe matters to us.

We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community - it's where we are from, it's where we have brought up our families. We reflect our area - looking after each other and showing kindness.

Our teams continue to shape our story putting our community at the heart of everything we do.

We have a long and proud history of being bold - a mindset of let's try it- let's do it.

For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play - **our place, our culture and our people** are what make us great.



# WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

## OUR VISION

**To be the best Fire & Rescue Service in the UK.**  
One team, putting its communities first.

## OUR PURPOSE

**Here to serve. Here to protect. Here to keep you safe.**

## OUR AIMS

### Protect

We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.

### Prevent

We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.

### Prepare

We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.

### Respond

We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.

## OUR SERVICE

### We are bold

Embracing new ideas to build on the confidence and trust the community place in us.

### We are professional

Always giving our best to be the best we can be.

### We are safe

Protecting lives and keeping our firefighters safe.

### We are built to help

Looking after people and looking after each other.

### We are positive

Recognising how far we have come and being positive about the future.

### We are relentless

Overcoming barriers to help people feel safe.

## OUR VALUES

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

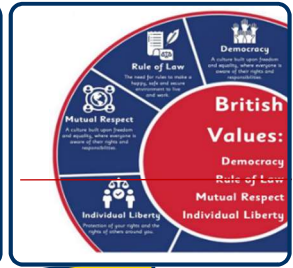
- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference



# INFORMING OUR LEADERSHIP MESSAGE



The **Leadership Message** has been created by our own staff, ensuring that it fully reflects what it means to be part of Merseyside Fire & Rescue Service. There are also a number of key documents that have informed our Leadership Message, these are outlined below with explanations to show how they are linked.



## WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

**To be the best Fire & Rescue Service in the UK.**  
One team, putting its communities first.

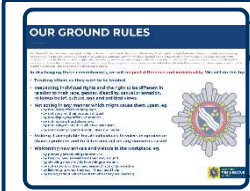
**Here to serve. Here to protect. Here to keep you safe.**

<p><b>OUR VISION</b></p> <p>Save lives and keep our firefighters safe.</p>	<p><b>OUR PURPOSE</b></p> <p>We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.</p>	<p><b>OUR AIMS</b></p> <p><b>Protect</b> We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.</p> <p><b>Prevent</b> We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.</p> <p><b>Prepare</b> We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.</p> <p><b>Respond</b> We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.</p>
<p><b>OUR SERVICE</b></p> <p>We are <b>bold</b> - Embracing new ideas to build on the confidence and trust the community place in us.</p> <p>We are <b>professional</b> - Always giving our best to be the best we can be.</p> <p>We are <b>safe</b> - Protecting lives and keeping our firefighters safe.</p> <p>We are <b>built to help</b> - Looking after people and looking after each other.</p> <p>We are <b>positive</b> - Recognising how far we have come and being positive about the future.</p> <p>We are <b>reliant</b> - Overcoming barriers to help people feel safe.</p>	<p><b>OUR VALUES</b></p> <p><b>We serve with Courage</b></p> <ul style="list-style-type: none"> <li>By never settling for the status quo</li> <li>By being decisive and calm under pressure</li> <li>By having determination to see things through</li> <li>By being prepared to fail</li> <li>By celebrating diversity and being open to new opportunities and challenges</li> <li>By setting high standards and not being embarrassed for doing so</li> <li>By challenging ourselves to be better</li> </ul> <p><b>We serve with Integrity</b></p> <ul style="list-style-type: none"> <li>By doing the right thing even when it is hard or no one is looking</li> <li>By leading by example</li> <li>By standing up for what matters</li> <li>By being open, honest and fair</li> <li>By making decisions based on facts</li> <li>By explaining the why</li> <li>By being consistent</li> <li>By always doing what we say we are going to do</li> </ul> <p><b>We serve with Compassion</b></p> <ul style="list-style-type: none"> <li>By acting with empathy and kindness</li> <li>By actively listening - hearing what is being said</li> <li>By going the extra mile to help</li> <li>By looking after and supporting each other, noticing what is going on for people</li> <li>By recognising each other's contribution</li> <li>By creating a sense of belonging</li> <li>By embracing and understanding difference</li> </ul>	



**Core Code of Ethics >> MFRS Leadership Message** [click [HERE](#) for Code of Ethics]

- Putting our communities first >** *We are built to help.*
- Integrity >** *Integrity, being consistent.*
- Dignity & Respect >** *Compassion, looking after and supporting people.*
- Leadership >** *We are professional, positive and serve with Integrity.*
- Equality, Diversity & Inclusion >** *We celebrate diversity, embrace and understand differences and recognise each other's contributions.*



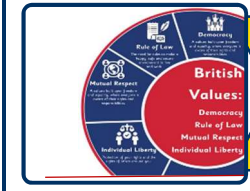
**Our Ground Rules >> MFRS Leadership Message** [click [HERE](#) for Ground Rules]

- Respect difference and Individuality, making Merseyside Fire & Rescue Service a great place to work >**
  - > *Celebrating diversity and being open to new opportunities and challenges.*
  - > *Standing up for what matters, being open, honest and fair.*
  - > *Recognising each other's contribution.*
  - > *Creating a sense of belonging, embracing and understanding difference.*



**NFCC Leadership Framework >> MFRS Leadership Message** [click [HERE](#) for Framework]

- Leading Yourself >**
  - > *Doing the right thing even when it is hard or no one is looking.*
  - > *Looking after people and looking after each other.*
  - > *Setting high standards and not being embarrassed for doing so.*
  - > *Embracing new ideas to build on the confidence and trust the community place in us.*
  - > *Protecting lives and keeping Firefighters safe.*



**British Values >> MFRS Leadership Message** [click [HERE](#) for British Values]

- Democracy >** *Compassion, recognising other peoples contribution.*
- Rule of Law >** *Here to serve. Here to protect. Here to keep you safe.*
- Mutual Respect >** *Acting with empathy and kindness. Being open, honest and fair.*
- Individual Liberty >** *Embracing and understanding difference. Celebrating diversity and being open to new opportunities and challenges.*