

Personal Qualities: Wholetime Firefighter



Understands and respects diversity and adopts a fair, respectful and ethical approach to others:

- Treats all people fairly and shows understanding of different needs of those around them.
- Has respect for others' ages, backgrounds, views, values and beliefs where these differ from their own.
- Interacts with people from different communities with respect.
- Maintains an open approach with others by taking account of any individual differences, and treating them with respect and consideration.
- Enjoys and/or learns from the experience of working in/with a diverse group.

Is open to change and actively seeks to support it:

- Accepts and understands the need for change.
- Accepts change and adapts effectively.
- Is aware of the impact of changes to them/their role.
- Proactively supports change and takes a positive approach e.g. learning new tasks or ways of working.

Maintains a confident and resilient attitude in highly challenging situations:

- Remains calm and in control during a difficult or stressful situation (e.g. does not panic) and also helps others to stay calm and in control.
- Concentrates and focuses on the task despite pressure (e.g. time, noise, conflicting information, casualties etc), weighing up factors and risks before acting.
- Challenges or questions others constructively to achieve more effective outcomes.
- Retains confidence in own ability or convictions despite setbacks, continuing to work effectively.

Works effectively with others building positive relationships:

- Works effectively with team-members to achieve a positive outcome.
- Proactively generates positive working relationships, building rapport (e.g. attempts to get to know everyone in working environment).
- Encourages others to share ideas or information.
- Is aware of shared objectives and how to achieve them.



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- Is sensitive to the feelings and well-being of others.
- Takes action to help or support others to help them to succeed.
- Praises and gives credit to others.

Committed to and able to develop self:

- Proactively reviews own performance.
- Identifies areas for improvement and development in own knowledge, skills and understanding and takes action to improve these without needing to be prompted by others.
- Learns from actions of others and adapts this learning for self.
- Learns new information from training or experience.
- Applies own learning and development.
- Reviews own progress and demonstrates a commitment to learning over a period of time or on more than one occasion – not a one off event.
- Seeks feedback on own development from others.
- Actively encourages and supports others to learn and develop too.

Adopts a conscientious and proactive approach to work to achieve and maintain excellent standards:

- Approaches work proactively and efficiently.
- Adopts a conscientious approach to work (e.g. checks work to ensure all tasks are completed correctly and with due attention to detail).
- Looks to improve standards of working and offers suggestions on how to improve/do things differently where necessary.
- Completes work to a high standard and receives positive feedback or successful outcomes as a result.

Is able to communicate effectively both orally and in writing:

- Adapts communication style according to audience.
- Is clear and concise in delivery.
- Checks understanding by summarising and re-phrasing where necessary.
- Engages with others and seeks buy in.
- Argues points/challenges constructively and sensitively.
- Takes into consideration appropriate time and place for conversations.
- Understands and considers other points of view.