



Leading Yourself

Introduction

The NFCC Leadership Framework clearly defines the leadership behaviours required at each level of management. The framework details a set of behaviours and sets out the career planning process to support individuals who are looking to develop their career with the service.

This document has been created by taking the 'Leading Yourself' focused behaviours from each of the four quadrants of the NFCC Leadership Framework and putting them into one document suitable for an entry-level Firefighter role. By putting them together in one document it is hoped that all Firefighters will have a clear understanding of service expectations. Should they wish to, they can then look to move through the leadership levels of the framework during their career.



You may also find it useful to browse full suite of products in the NFCC People Programme which can be found [here](#).

Supporting documents

- Link to the [NFCC Leadership Framework](#)
- Link to the [NFCC Core Code of Ethics](#)
- Link to the [NFCC EDI Hub](#) including the [lunch and learn sessions](#)



Personal Impact

- I value inclusion and set a positive example of appropriate behaviour for peers and new starters.
- I encourage open communication and actively listen to and value others contributions.
- I look for opportunities to learn and develop my skills and behaviours.
- I admit and learn from my mistakes and celebrate my successes with the team.
- I understand how my actions and behaviour impacts on others.
- I recognise and challenge inappropriate behaviour.
- I look after myself and others, and seek help if I need it.
- I look after my mental health.

Outstanding Leadership

- I am an ambassador for the service, taking pride and responsibility for the work we do and encouraging others to do the same.
- I take responsibility and accountability for the quality of my own work.
- I value and appreciate differences in people and treat everyone with kindness and respect.
- I role model proactively, learning new skills and behaviours.

Service Delivery

- I am focussed on customer needs in my approach to my work, including issues of safeguarding and inclusion.
- I act as a role model for my community.
- I plan ahead and prioritise my work, managing my time effectively to get things done.
- I am careful with all types of resources (money, time, materials, fuel and energy) to provide value for money.
- I spot opportunities to improve the way we do things for people, and put ideas forward.
- I actively contribute to problem-solving and take time to understand the issues fully.
- I take decisions based on supporting evidence, risk, and my prior knowledge of good practice.
- I work to foster trust with others and build constructive working relationships to achieve goals.
- I find out about my local community and risks, to ensure we are offering the best service.

Organisational Effectiveness

- I know what the key organisational goals are and how I make a difference.
- I work within the organisations policies, procedures and processes.
- I speak out promptly if I see or hear of a safety or organisational risk.
- I offer ideas and feedback to improve our services, and take on board other's ideas.
- I continuously seek to improve my performance to contribute to organisational goals.
- I am open to, and positively engage with, new ways of working.
- I positively seek organisational information about how well we are doing and what is changing.
- I can be trusted with sensitive information.