

**HIGHLANDS & ISLANDS
FIRE & RESCUE SERVICE**



RECRUITMENT AND SELECTION

**APPLICATION QUESTIONNAIRE
CREW MANAGER**

DATE:

GUIDELINES FOR ANSWERING QUESTIONS

The application questionnaire is designed to allow you to provide examples of how you have demonstrated relevant PQAs in the past. You can use any relevant experience from the recent past (ideally within 2 years), whether drawn from the work environment or, possibly, from experience outside the workplace.

The following are guidelines for answering each PQA question:

- You should use a single example for each PQA question, but you are advised to use a variety of situations in completing the full questionnaire, rather than using the same example for a number of PQA questions.
- Describe the relevant situation in enough detail to be clearly understood. Set the context, your reading of the situation, objectives and the key issues you faced. Ideally the situation should have occurred recently, within 2 years.
- Explain what action you took and why. This should form the main part of your answer.
- Set out what happened as a result of what you did e.g. the impact on you, others and/or the organisation.
- Use the example question and answer as a guide to what elements are expected in your answers. Nb The example answer is not intended to show a perfect response, but to provide an idea of structure and typical content.
- You should aim to write no more than 250 words per PQA answer

EXAMPLE ANSWER

PQA: Effective Communication

Please provide an example of when you have communicated a key message effectively, so that it was understood by the audience.

(Suggested relevant situations: the example you provide may relate to a range of situations, including verbal or written messages that you have communicated, to either internal staff or external stakeholders)

- a) What was the situation and what were the specific objectives you were seeking to achieve?

As part of a fire safety campaign in my station 5 months ago, I took on the responsibility of promoting fire safety in a local secondary school (age range of 11-18). My objectives were to communicate the importance of fire safety, and help children understand how to manage potential fire-related situations/risks.

b) What did you do and why?

The school headteacher explained that each class could spare a one hour session, therefore I decided that individual workshops would work better than a lecture or demonstration held at assembly.

To ensure that the children understood the message, I needed to make sure that I used the right communication style for a young audience. Therefore rather than just telling the children the 'dos' and 'don'ts' of fire safety, I made sure that they were actively involved in the learning process.

I set up an interactive workshop, that involved a 'spot the hazard' Q&A, a simulation of an emergency call, props used by firefighters (e.g. extinguishers, breathing apparatus, etc) and demonstrations of first aid. As well as communicating the message in a participative manner (i.e. all 20 were kept involved during the whole hour), it was intended to be fun so that people of this age range could understand and relate to the content.

A colleague and myself ran 15 sessions in total, and the children attended the workshop with others in their class, in groups of 20. I also liaised with the class teachers to set up follow-up projects for the children, which involved them creating fire safety posters for the school and completing worksheets to test their learning from the workshop.

c) What were the outcomes of your actions?

The children said that they enjoyed the workshops, and the feedback from the teachers was that the children definitely had a greater understanding of fire safety. The followon projects have ensured that the message is continued to be communicated, both within the project groups and to the other school children who see the posters that are generated.

SUPERVISORY MANAGER

Fire Service Number:

1. PQA: Commitment to Diversity and Integrity

Please provide an example of when you have valued individual differences (such as differences in age, ethnicity, gender, religious beliefs, social background, disability, sexual orientation, physical appearance or other differences).

(Suggested relevant situations: the example you provide may relate to a range of situations – including when you have managed diverse groups, engaged with community groups or undertaken a community initiative)

a) What was the situation and what were the specific objectives you were seeking to achieve?

b) What did you do and why?

c) What were the outcomes of your actions?

SUPERVISORY MANAGER

Fire Service Number:

2. PQA: Openness to Change

Please provide an example of when you have demonstrated support for and contributed to a change initiative.

(Suggested relevant situations: the example you provide may relate to a range of situations, including when you have sought to implement new initiatives or when you have sought to promote new ideas)

a) What was the situation and what were the specific objectives you were seeking to achieve?

b) What did you do and why?

c) What were the outcomes of your actions?

SUPERVISORY MANAGER

Fire Service Number:

3. PQA: Confidence and Resilience

Please provide an example of when you have continued to work effectively despite demands and pressure.

(Suggested relevant situations: the example you provide may relate to a range of situations, including when you have worked under time pressure, addressed significant safety issues or dealt with conflicting tasks or high workload)

a) What was the situation and what were the specific objectives you were seeking to achieve?

b) What did you do and why?

c) What were the outcomes of your actions?

SUPERVISORY MANAGER

Fire Service Number:

4. PQA: Commitment to Development

Please provide an example of when you have been involved in helping to address development needs of an individual or team.

(Suggested relevant situations: the example you provide may relate to a range of situations, including when you have identified and acted on staff development needs or when you have sought to provide different learning opportunities relevant to organisational needs)

a) What was the situation and what were the specific objectives you were seeking to achieve?

b) What did you do and why?

c) What were the outcomes of your actions?

SUPERVISORY MANAGER

Fire Service Number:

5. PQA: Planning and Implementing

Please provide an example of when you have created and implemented a team plan.

(Suggested relevant situations: the example you provide may relate to a range of situations, including when you have implemented plans to meet service delivery needs, implemented a new piece of equipment/system or planned the development of teams to improve performance)

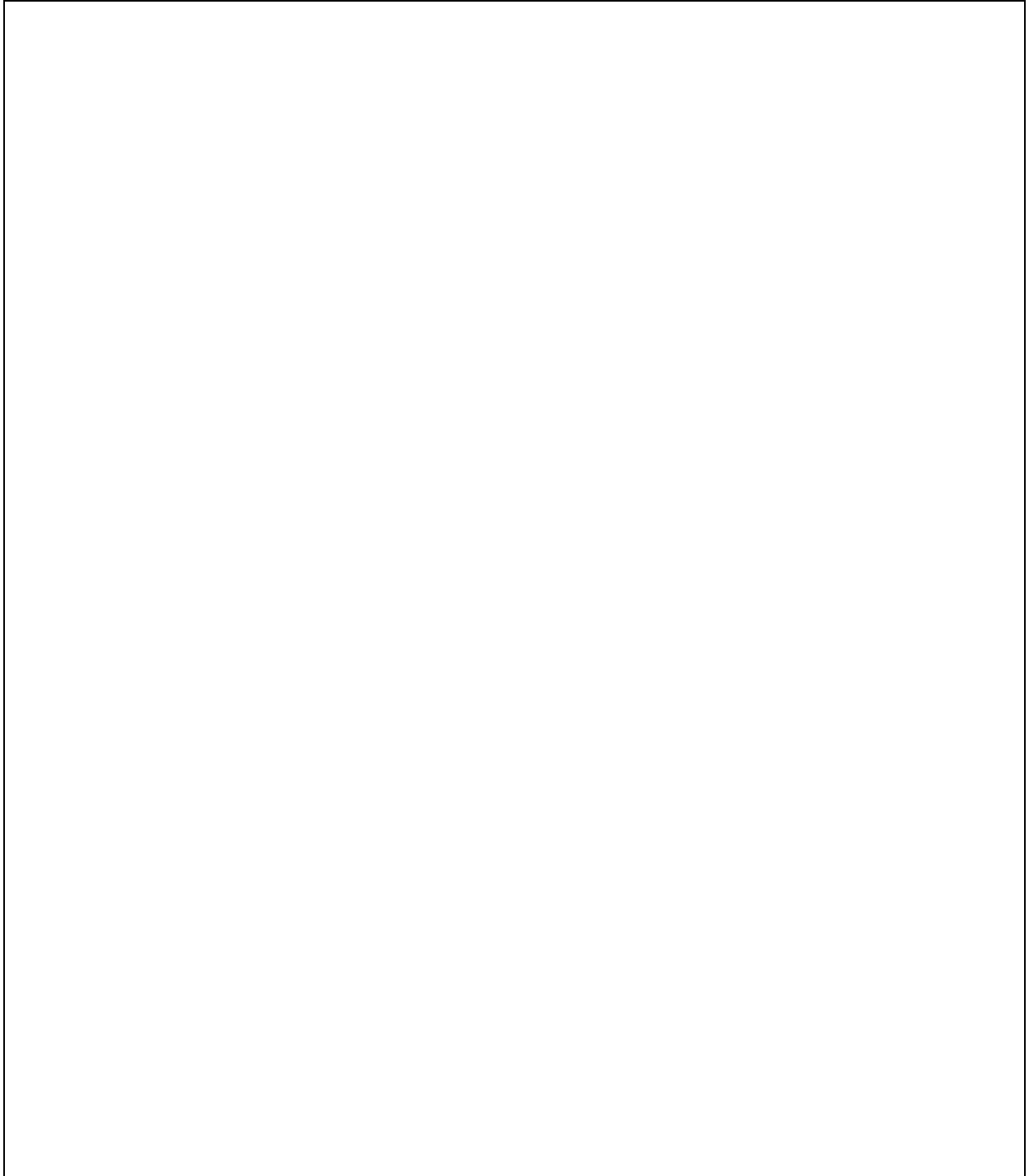
a) What was the situation and what were the specific objectives you were seeking to achieve?

b) What did you do and why?

c) What were the outcomes of your actions?

INFORMATION IN SUPPORT OF APPLICATION

Additional information which you may deem relevant in support of this application can be detailed below. Your submission must not exceed this side of A4.

A large, empty rectangular box with a thin black border, occupying the majority of the page below the text. It is intended for the applicant to provide additional information in support of their application.