



**East Sussex**  
Fire & Rescue Service

# Community Volunteer

Recruitment  
Information





Thank you for showing an interest  
in volunteering with  
**East Sussex Fire & Rescue Service  
Community Volunteer Scheme.**

Please read the following pages, which will tell you  
about our activities, the roles we have available and  
the ways in which you can become involved.

After reading the information, if you are still interested  
in becoming a Community Volunteer, please complete  
the attached application form and return it to:

**Volunteer Coordinator**

East Sussex Fire & Rescue Service  
Eastbourne Fire Station  
Whitley Road  
Eastbourne  
BN22 8LA

If you have any questions, please call:  
**01323 462438**



# East Sussex Fire & Rescue Service

East Sussex Fire & Rescue Service provides prevention, protection, and response services to 812,514 people within the area of East Sussex and the City of Brighton & Hove. Approximately a third of the population that we serve is within the heavily urbanised City of Brighton & Hove.

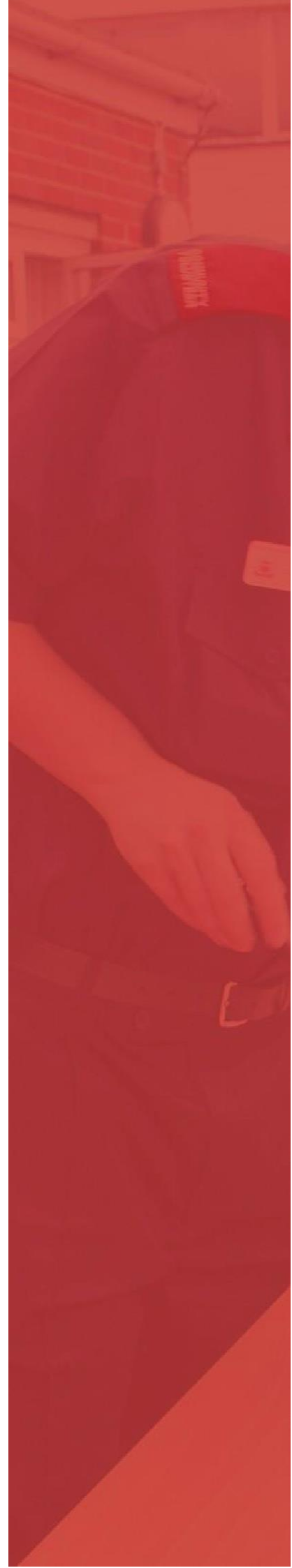
We work within a large and diverse area on the south coast of England, covering rural locations as well as a busy city centre and urban seaside towns.

Population increases in the Southeast over the next 20 years are estimated at ~~an~~ 10% and predicted to be heavily concentrated among people in the older age groups. The number of people living alone is also likely to increase, more so than any other category of household.

Conversely, the numbers of married couples and single parent households are likely to reduce. The total population in East Sussex and the City of Brighton and Hove is expected to rise to 887, 000 by 2035.

## Our Vision

- we have a transformed service providing effective and efficient prevention, protection and response services which are sustainable.
- our fire stations are equipped and staffed in the most ~~appropriate~~ ways to tackle risks in their local areas.
- our Service is taking advantage of the significant advances in safety and firefighting technology.
- our work with other fire and rescue services, other emergency services, local organisations and local communities is giving us more capacity to deliver our services.
- there is stronger community engagement and local involvement, with elected members of the FRA leading and setting priorities and decision making, ensuring that there is more public scrutiny of our services and how we deliver them.
- greater use is being made of the rapid changes in communications technology, particularly the rise in the use of social media websites, which can provide important safety information quickly and effectively.





## Core Values of East Sussex Fire & Rescue Service

Our Core Values were created by our staff to show us all that quality services can only be delivered if we treat everyone with dignity and respect.

- **Respect and dignity for all.**  
We treat our colleagues and all members of our community in a way that values their individuality. We will challenge discrimination and inappropriate behaviour at all levels.
- **Trust, integrity, initiative, and innovation**  
We are honest and trust each other. We encourage initiative and lateral thinking.
- **Serving our whole community**  
We are here to provide a professional and efficient service to our community. We will provide value for money.
- **We are proud of our Fire & Rescue Service and enjoy working in a positive environment.**

We enjoy the work we do, and we work towards the continual improvement of ourselves and our service. We encourage and will manage constructive challenge.

East Sussex Fire & Rescue Service underwent a Peer Challenge in March 2012 and was successful in being externally assessed as Excellent Level of the FRS Equality Framework. An excellent organisation needs excellent staff and volunteers at all levels. We are committed to providing the best possible volunteer experience and are working to remove barriers to Equal Opportunity at all stages of the volunteer recruitment process.

# East Sussex Fire & Rescue Service

## Community Volunteer Scheme

The Community Volunteer Scheme is part of the Community Safety Department, which undertakes many activities around the prevention of fire and road traffic collisions (RTC). Community Volunteers work closely with members of staff, both operational (e.g. firefighters) and support staff (e.g. Community Safety Advisors, Headquarters staff). Volunteers are covered by ESFRS policies and procedures and work towards their aims and objectives.

## What is a Community Volunteer?

A Community Volunteer supports East Sussex Fire & Rescue Service in achieving its vision of 'safer and more sustainable communities.' Volunteers make a vital contribution by helping ESFRS provide fire and road safety information, and practical assistance to the local community.

ESFRS recruits and trains volunteers to provide new skills and perspectives and to use their local community knowledge, to enhance and complement the service in meeting the needs of our local communities and to help build closer links with them.

Our volunteers come from all walks of life and have varied life experiences all of which help them to understand the needs of their local communities. Whatever your skills and knowledge, the most important thing is your time. Depending on which roles you are interested in, there is a suggested time commitment.





# What does a Community Volunteer do?

The range of roles undertaken by the Community Volunteers is varied and diverse. Roles are offered, based on an individual's skills, availability and if necessary, willingness to undertake any relevant training for the role.

*Please see the enclosed Role Descriptions for further details of what roles we are currently recruiting.*

Volunteers and ESFRS staff are encouraged to identify additional areas where they feel the support of the volunteers could be needed. We are continually seeking to expand the activities and roles we have available, to meet the changing needs of the service.



## Is volunteering with ESFRS for me?

- Do you have spare time that you want to make the most of?
- Are you looking for a new challenge or to develop new skills and interests? Or to put your existing skills to a new use?
- Are you prepared to make a commitment and get involved in supporting your local community?
- Would you like to play a part in supporting East Sussex Fire & Rescue Service ensure it reflects the community it serves?

## Benefits include.

- Being part of a team and meeting new people
- Contributing your knowledge and skills to help others.
- Learning new skills
- Getting involved with and helping your local community.
- Your contribution being valued by ESFRS, the local community and your fellow volunteers.

# What you can expect from us as a Community Volunteer

We appreciate you choosing to volunteer with East Sussex Fire & Rescue Service (ESFRS) and will do the best we can to make your experience with us enjoyable and rewarding.

In return, you can expect from us:

- An Induction to ESFRS Community Volunteer Scheme, including a Handbook, containing information about ESFRS and the Community Volunteer Scheme.
- Clear and specific role descriptions.
- Opportunities to develop your skills and knowledge, including undertaking appropriate training and support to enable you to carry out your activities.
- To be treated with respect and courtesy, and regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background.
- We will respect your right to privacy in accordance with the Data Protection Act.
- We will treat you in a polite, helpful, and friendly manner. Provide you with opportunities to meet with us to discuss your volunteering and any successes and problems.
- Training in Health and Safety issues, including manual handling and risk awareness.
- Reimbursement of any reasonable out-of-pocket expenses incurred during your volunteering, including travel costs.
- Volunteers are a valuable addition to ESFRS and as such are issued with a uniform and identification badge.
- All volunteers are covered by ESFRS insurance policy whilst engaged in any volunteering for the service, so long as they are undertaking the roles and responsibilities allocated to them in a safe and appropriate manner.
- Volunteers meet on a regular basis for group support.



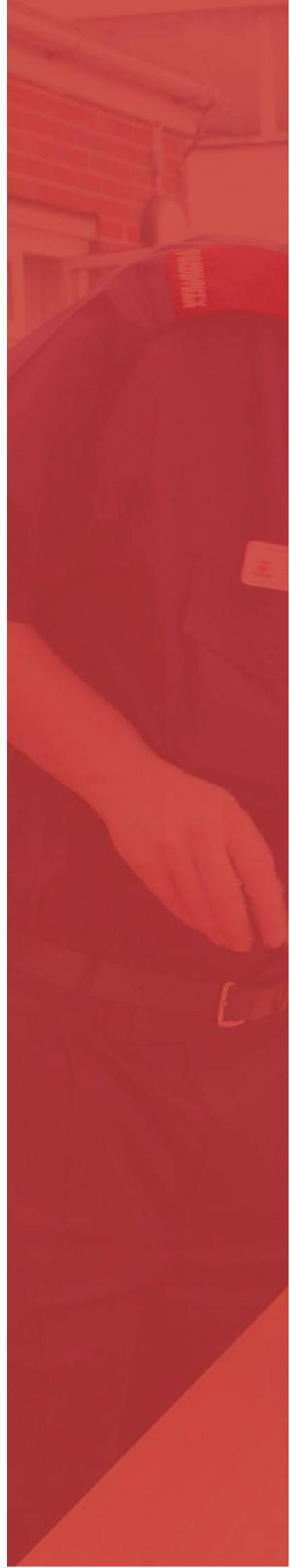
# What we expect from you as a Community Volunteer

East Sussex Fire & Rescue Service expects its Community Volunteers to uphold the values and principles of the service and to always remember that they are representing the service. Therefore volunteers will need to observe and follow the service's policies including its Code of Conduct and Health & Safety Policy.

We expect you to:

- Support East Sussex Fire & Rescue Service's Vision, Values and Aims
- Remember that when you are volunteering you are a representative of East Sussex Fire & Rescue Service
- Follow the Service's procedures and standards, including those relating to health and safety and equal opportunities.
- Reach a shared understanding of the time commitment you can offer.
- As a volunteer, we understand that you have other commitments which may have to take priority, but we expect you to let us know if you must cancel any activity which you have volunteered to undertake, with as much notice as possible.
- Be open and honest in your dealings with us and treat fellow volunteers and staff with courtesy and respect.
- To undertake the induction process for volunteering and any other necessary training to enable you to carry out your role effectively.
- Be bound by the code of confidentiality and to sign a short statement to that effect.
- Let us know if we can improve the service and support that you receive.
- Allow your photograph to be taken and used in publicity relating to the Community Volunteers Scheme
- Return uniform/equipment promptly if your volunteering with us ceases.
- Volunteers who use their own vehicles to undertake their volunteering activities must provide proof that they have the relevant insurance/MOT and provide evidence of renewal on an annual basis.

We operate a probationary period (normally 24 Hours Volunteering but this can be amended, according to needs) to enable both volunteers and ESFRS to see whether the volunteer role is suitable.



# Completing Your Application

You can send us either a typed or handwritten application. If you handwrite your application, please make sure that your handwriting is clearly legible.

It is important that you complete all sections of the application as it helps us to monitor our recruitment processes. Please make sure that your 'personal information' is completed, including a contact phone number.

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with our children and adults.

We fully comply with our legal obligations to the Rehabilitation of Offenders Act 1974 ("Exceptions Order") 1975 and all successful applicants will undertake either a **Standard** or **Enhanced** DBS Check prior to commencing with our organisation.

## The Recruitment Process

- If you are selected to progress to the next stage, you will be advised as soon as possible.
- We will aim to give you at least one week's notice prior to interview.
- We will make any special arrangements needed to enable you to attend.
- We will not contact your referees unless you give your permission. We will however need to obtain references before offering you a volunteering opportunity.
- A decision will be made as soon as possible after assessment.
- Unsuccessful applicants will be offered feedback.



**East Sussex**  
Fire & Rescue Service

If you would like any further information,  
please contact us at:

## **Volunteer Coordinator**

East Sussex Fire & Rescue Service  
Eastbourne Fire Station  
Whitley Road  
Eastbourne  
BN22 8LA

Tel: **01323 462438**

E-mail: **[volunteer@esfrs.org](mailto:volunteer@esfrs.org)**

*Updated 2024*