West Yorkshire Fire & Rescue Service

Job Description.

**Post Title: Watch Manager (Control)**

**Grade: Watch Manager B (Control)**

**Responsible To: Fire Control Station Manager**

**Purpose Of Post: Responsible for the effective receipt of emergency calls and mobilisation of appropriate appliances, officers and equipment. Ensures appropriate survival guidance to emergency callers. Provides continual support to crews at incidents to minimise loss of life and damage to property. Monitor and maintain resource cover throughout the county. To undertake an appropriate level of command in the Control Room. Support staff as required. Provide leadership, management and development to support watch and other department personnel. To deputise for the Control Manager.**

# Organisational Chart.

# Main duties and responsibilities of the role.

1. Incident Management
   * Receive and monitor communications from callers and other agencies relating to emergency and non-emergency assistance.
   * Mobilise fire and rescue service response based on gathered information.
   * Assess danger to the caller and give appropriate advice.
   * Receive, record and relay information, relating to emergency calls, from mobilised resources or other agencies, organisations and authorities relating to emergency calls.
   * Process requests for attendance of, and liaise with, other agencies and authorities.
   * Mobilise additional resources to fire service incidents as required and inform operational managers.
   * Receive, record and relay requests for specialist information.
   * Access and transmit specialist information.
   * Process non-emergency calls as appropriate.
   * Inform and consult senior managers in respect of incidents.
   * Provide leadership, command and support during incidents.
2. Maintain information on emergency fire service operational resources
   * Monitor and maintain availability of appliances and officers to ensure sufficient levels of cover.
   * Determine and monitor resource state of readiness.
   * Assist in the evacuation and re-instatement of the emergency Control Room when necessary.
3. Maintain reliability and readiness of control operations equipment
   * Operate the service mobilising and communications systems.
   * Test communications and mobilising equipment.
   * Maintain communications and mobilising equipment.
   * Record, report and take appropriate action to resolve system failures.
4. Enter and integrate data and present information using a computer system
   * Retrieve and enter data to update databases.
   * Extract information and integrate different types of data.
   * Deliver specified information to the required destination.
   * Present information in various formats.
5. Take responsibility for effective performance
   * Establish and maintain effective working relationships.
   * Develop your own skills to improve your performance.
   * Actively support the integration and development of self and others.
   * Demonstrate an openness to change and experience of actively supporting it.
   * Demonstrate evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards.
   * Produce training packages relevant to the needs of the department.
   * Oversee the training of all watch members.
   * Co-ordinate refresher training for watch members.
   * Manage the training of trainees.
   * Allocate and delegate work to watch and individuals to meet agreed performance objectives.
   * Assess and evaluate the performance of watch and individuals against Maintenance of Competency records.
   * Provide regular feedback based on objective assessment of performance, maintaining confidentiality to improve future performance.
   * Carry out Personal Development Reviews.
   * Carry out initial disciplinary investigations and report to the Control Manager.
   * Carry out Health and Safety investigations.
   * Manage the performance of individuals.
6. Management
   * Support Control Manager in the management and administration of the department.
   * In the absence of the Control Manager take command of the department.
   * Provide leadership, management and development to support watch and other department personnel in the competent performance of their roles and in achieving the objectives of the watch or department plan.
   * Provide management and operational support and leadership during operational events in control and in other operational support roles during times of extreme demand.
7. Change Management
   * Support and deliver organisational needs and changes as required.
   * Advise and assist with change with watch members.
   * Prepare clear recommendations with supporting evidence to facilitate decision making.
8. Service Delivery
   * Analyse information to support decision making.
   * Ensure line manager receives regular timely reports and information.
   * Manage information to improve service delivery and to support and develop organisational goals.
   * Participate in continuous professional and personal development relevant to the role.
   * Inform and update senior managers on matters that may affect service delivery.
9. Other duties
   * Contribute to the continuous improvement of service delivery.
   * Process and maintain information (electronic, written and verbal) as required to meet the Authority’s requirements.
   * Identify and supply service related information to internal and external customers, on request.
   * Provide operational incident information to the media.
   * To undertake any other duties which are commensurate with the post as directed by management.

# Organisational wide responsibilities.

1. Adherence to the[**NFCC Core Code of Ethics**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/%20Services%20England.pdf)and[**West Yorkshire Fire Service Values**](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).

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1. To implement and promote the Authority’s:

* Health and Safety policies.
* Equality and Diversity policies.
* Information Security Management System policies.
* Safeguarding policies.
* Business continuity policy and contingency arrangements.
* Policies related to General Data Protection Regulation and Data Protection Act 2018.
* Commitment to maintaining our Customer Service expectations.

# Skills and experience requirements for this role

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**.

**Please list or number the** competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

|  | **Experience.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Computer literate. Be competent in operating ‘Windows’ based applications. | Essential | Application and interview |
|  | Experience of dealing with people in stressful situations. | Essential | Application and interview |
|  | Previous experience of working in an emergency Fire Control Room environment. | Essential | Application and interview |
|  | Supervisory experience. | Essential | Application and interview |

|  | **Education and Training.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Reasonable degree of numeracy and literacy and GCSE Grade ‘C’/Level 4 Maths and English or equivalent qualification. | Essential | Application |
|  | Commitment to continuous professional development. | Essential | Application and interview |
|  | PTTLs or equivalent teaching qualification. | Essential | Application |
|  | ILM3/equivalent qualification. | Essential | Application |

|  | **Special knowledge and skills.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Ability to work calmly under pressure. | Essential | Application and interview |
|  | High level of verbal and written communication skills and the ability to communicate with all members of the organisation, including senior managers, and other stakeholders. | Essential | Application and interview |
|  | A flexible approach in relation to the needs of the role. | Essential | Application and interview |
|  | Demonstrates commitment to taking a leading role in driving forward WYFRS’ commitment to Equality & Diversity, NFCC Core Code of Ethics and WYFRS values**.** | Essential | Application and interview |
|  | Ability to lead a team. | Essential | Application and interview |
|  | Ability to work as part of a team and use own initiative when required. | Essential | Application and interview |
|  | Ability to provide clear instructions and feedback at all levels. | Essential | Application and interview |
|  | Ability to maintain confidentiality. | Essential | Application and interview |
|  | Able to demonstrate sound judgement and logical thinking. | Essential | Application and interview |
|  | Ability to quickly comprehend written and verbal instructions and apply accordingly. | Essential | Application and interview |
|  | Demonstrate a proactive, confident and resilient approach. | Essential | Application and interview |

Job Description last updated: **September 2024**