



JOB PROFILE

Post Title	Watch Manager
Directorate	Police
Responsible to	Brigade Manager
Responsible for	Firefighters on Watch
Grade	D

Job Purpose

Responsible to the Brigade Manager for the supervisory management of the designated Watch, providing leadership for and coordinating the activities of all personnel and managing the day to day use of allocated station resources to ensure the effective delivery of protection, prevention and emergency incident response services to the community so as to save and protect life, property and the environment.

Key Tasks

1. To respond to, and in the absence of Brigade Manager, take command of and resolve operational incidents in line with the Service Operational Procedures.
2. Carry out directions of the Brigade Manager when present at incidents, directing resources appropriately.
3. To share on-call command & control with the Brigade Manager, providing out of hours emergency cover.
4. To assist with recruitment, and supporting the development of all staff under the direction of the Brigade Manager:
 - Contributing to the development of development needs.
 - Contributing to planning the development of teams and individuals.
 - Contributing to development activities.
 - Contributing to the assessment of people against development objectives
5. Responsible to the Brigade Manager for discipline of all staff, responding to poor performance and helping team members who have problems affecting their performance.
6. To provide effective leadership and develop and implement work plans for personnel for whom you are responsible so as to ensure individual, departmental and organisational objectives are met.
7. To ensure service physical resource requirements are properly identified, planned for, obtained and maintained in order to provide continuous effective delivery of services. To make recommendations for improvements in the type, quantity, use or control of resources.



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8. To be competent in Fire Prevention and Protection and to participate in educating the Public and Private Sector along with the General Public on Fire Safety issues to include presentations, demonstrations, etc. This also includes raising the profile of the service by providing a Community Service e.g. during Sports Days, Public Holiday events, etc.
9. Give instructions and training in the operation and use of fire alarms, fire extinguishers and evacuation procedures.
10. Carry out inspections of and maintenance on fire hydrants and extinguishers as per maintenance programmes. Provide advice to members of the public, SHG Directorates and other organisations as may be necessary.
11. Prepare appropriate incident reports, inspections and assessments of buildings along with liquor and petroleum licenses as requested.
12. Responsible to the Brigade Manager for effective enforcement of Health Regulations made under the Health and Safety at Work Act 1974 which require Fire Brigades to take all reasonable precautions and exercise all due to diligence to prevent the exposure of firefighter to risks to their health.
13. Carry out Risk Assessments on areas that poses a potential threat to life and property in relation to hazards.
14. To undertake and report upon investigations into events, including operational incidents, fire investigations, disciplinary, grievance, accidents, near misses and customer feedback issues.
15. To undertake any other reasonable duty, commensurate with the grading and responsibility of the post, across the Service in order to meet Service priorities and business continuity requirements.



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Key Responsibilities

1. In liaison with the Brigade Manager, manage and administer a Watch as applicable to achieve the objectives of the service.
2. Provide leadership, management and development to support staff in the competent performance of their roles and the achievement of our Strategic Plan.
3. Contribute and support the delivery of safety education and enforcement programmes to protect the public and make our community safer.
4. Provide tactical operational support and leadership at incidents as a Watch Manager, in other command support roles and as an Incident Commander.
5. In liaison with Brigade Manager lead the work of teams and individuals to achieve their objectives;-
 - Planning the work of teams and individuals.
 - Assessing the work of teams and individuals.
 - Providing feedback to teams and individuals on their work.
6. Respond immediately and safely to all emergency and operational incidents in an efficient and professional manner. These include but are not limited to Fire, Search and Rescue Operations, Road Traffic Collisions, Hazmat - spillages of dangerous substances, storm damage incidents, rescuing trapped people and animals, to provide a Rope Rescue Service for Rock Fall and Cliff Rescue Incidents and support Airport Operations.

Core Competencies *(This should define in one or two sentences the required competency level for the job role)*

Please see attached 'Appendix A'

Special Conditions

- High-risk working conditions (fire, cliffs, unstable structures, hazardous substances, confined spaces etc) within the Fire and Rescue Service.
- On call 24hrs a day for emergencies and required to participate in on call rota
- Deal with unpleasant situations including recovery of bodies in varying decomposition states
- Work at heights as training and rescue operations involve abseiling off cliffs/hill sides/buildings structures
- Endure rigorous training which will include being exposed to extreme heat temperatures and toxic smoke conditions
- Work in adverse weather conditions, including situations at night where there is poor visibility
- Deal with awkward/irate/distraught people with a possibility of being exposed to various weapons and physical abuse.



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



PERSON SPECIFICATION

Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
GCSE Maths and English at Grade C or above or equivalent	E			
Basic Fire Fighter Recruit Course	E			
Valid and clean driving licence in Classes A,B,C,D & J4	E			
Emergency First Aid Response	D			
Crew Command & Control	E			
Fire Safety & Report writing	E			
Skills & Abilities				
Basic Statistical Analysis	E			
Basic Analysis of Information	E			
Good IT Skills in Microsoft Word, Excel and PowerPoint	E			
Good written and verbal communication and interpersonal skills to communicate with all types of people	E			
Ability to prepare and present information accurately and in a clear and concise manner and to provide credible advice and guidance	E			
Ability to engage with and form relationships with people of all ages in difficult and sensitive situations	E			
Ability to remain calm under extreme physical and mental pressure	E			
Excellent Customer Service Skills	E			
Improving own Learning and Performance and problem solving.	E			

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Core Competencies

Appendix A

Operationally and Fully Competent Leaders

Watch Manager:

A Watch Manager is operationally competent when he/she has been objectively assessed and demonstrates that he/she can take command of, control safely and effectively, individuals and teams at an operational incident.

In addition they is required to work safely and effectively in challenging operational environments, while demonstrating command and control at complex and escalating operational incidents. They should have a comprehensive understanding of the core skills of their operational firefighters and have a comprehensive knowledge of the command skills of their supervisory managers.

To meet operationally competent requirements those personal qualities in regular typeface need to be routinely demonstrated. Regularly demonstrating those qualities in emboldened print in addition to those in regular typeface meets the requirement for fully competent recognition.

Leading Change

- Being positive about change
- Adapting rapidly to changing circumstances and encouraging flexibility in others.
- Identifies and implements improvements to service delivery
- Finds more cost-effective ways to do things
- **Engages people in the change process and encouraging them to contribute ideas**
- **Takes an innovative approach to solving problems**
- **Considers radical alternatives to accepted solutions**

Leading people

- Inspires people to meet challenging goals



PERSON SPECIFICATION

- Gives direction and states expectations clearly.
 - Motivates staff by giving genuine praise, highlighting success and recognising good performance.
 - Gives honest and constructive feedback to help people understand their strengths and weaknesses
 - Provides development opportunities
 - Encourages staff to take on new responsibilities.
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- **Talks positively about their own service area, creating enthusiasm and commitment**
 - **Invests time in developing people by coaching and mentoring them**
 - **Maintains momentum of change**

Managing performance

- Effectively manages competing priorities with available resources
 - Takes a planned and organised approach to achieving objectives defining clear timescales and outcomes
 - Identifies opportunities to reduce costs and ensure maximum value for money is achieved
 - Delegates responsibilities appropriately
 - Monitors progress and holds people to account for delivery
 - Highlights good practice and effectively addresses underperformance.
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- **Translates strategy into specific plans and actions**
 - **Demonstrates forward thinking, anticipating and dealing with issues before they occur**
 - **Empowers others to make decision**

Professionalism

- Acts with integrity, in line with the values and ethical standards of the Directorate
 - Acts on own initiative to address issues, showing energy and determination to get things done
 - Takes ownership for resolving problems
 - Demonstrates courage and resilience in dealing with difficult and challenging situations.
 - Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.
 - Remains calm and professional under pressure
 - Defuses conflict and is prepared to take control when required.
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- **Prepared to make unpopular decisions.**
 - **Upholds professional standards, acting as a role model to others and challenges unprofessional conduct or discriminatory behaviour**



PERSON SPECIFICATION

Public Service

- Demonstrates a real belief in public service, focussing on what matters to the public and what best serves their interests.
- Identifies the best way to deliver services to different communities
- Builds public confidence by actively engaging with different communities partners and stakeholders

- **Understands partners perspectives and priorities**
- **Works collaboratively with partners to deliver the best possible overall service to the public.**
- **Ensures that all staff understand the expectation, changing needs and concerns of different communities and strive to address them.**

Incremental pay rises

Watch Managers may qualify for incremental pay rise where they can demonstrate skills and achieve qualification in, although not limited to:

- Senior Management
- Crew Command & Control
- Fire Investigation
- Airport F&R
- Fire safety & Report writing
- Rope Rescue Level 2 Supervisor
- Dynamic Leadership Course
- Basic Statistics
- BA Recovery & Maintenance