

Job Description

For Fire Control Operator Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Crew Manager (Control)	JEID	<i>No JEID as not a green book post</i>
Salary Grade:	Crew Manager (Control) 33,458		
Team:	Fire Control		
Service Area:	Warwickshire Fire & Rescue Service		
Primary Location:	WFRS HQ - Leamington Spa		
Hours:	42 hours watch rota (flexible duty system)		
Political Restriction	This position is not politically restricted.		
Responsible to:	Watch Manager (Control)		
Responsible for:	Firefighter (Control)		
	Applicants invited from the following groups; <ul style="list-style-type: none">• Hold current competency in a Fire Control Operations role at CM/WM• Hold equivalent supervisory role in Police/Ambulance emergency call handling.		

Role Purpose

To lead and co-ordinate the core function of emergency call handling, mobilising and incident management activities of Warwickshire Fire & Rescue Service and provide guidance and support to Firefighter Control staff to ensure the Authorities standards are achieved.

Lead team members in all operational conditions e.g. Business as usual, Spate and in the implementation of business continuity arrangements.

Use, monitor and test Control systems in order that they function efficiently, including responding to alarms or faults and reporting accordingly.

Make recommendations for improvement to work activities – promoting a culture of efficiency and continuous improvement

Actively contribute to self-development and the coaching, mentoring, ongoing development of new and existing line reports and colleagues – to include Watch based training, work place assessments, maintaining training records and monitoring performance.

The postholder will actively manage and support reporting team members to establish and maintain effective working relationships - promoting a culture of support, excellence and continuous improvement.

Ensure that routine, non-emergency administrative duties, are carried out.

The postholder will assist with hosting and guiding visitors around the Control Room, as required.

Role Responsibilities

WM1. Lead the work of teams and individuals to achieve their Fire and Rescue objectives	<ul style="list-style-type: none"> • Understand the principles of leading teams and individuals • Be able to plan the work of teams • Be able to assess the work of teams and individuals • Be able to provide feedback to teams and individuals on their work
WM2. Maintain Fire & Rescue work activities to meet work objectives	<ul style="list-style-type: none"> • Understand the principles of maintaining work activities to meet objectives • Be able to maintain work activities to meet requirements • Be able to maintain healthy, safe and productive working conditions • Be able to make recommendations for improvements to work activities
WM3. Manage information for Fire and Rescue Service operational activities	<ul style="list-style-type: none"> • Understand the principles of information management • Be able to manage required information • Be able to advise others • Be able to manage
WM4. Take responsibility for effective performance in Fire and Rescue	<ul style="list-style-type: none"> • Understands the requirements for taking effective performance in Fire and Rescue • Be able to take responsibility for personal performance • Establish and maintain effective working relationships • Be able to develop their own skills and knowledge
WM5. Contribute to the development of teams in Fire and Rescue Service	<ul style="list-style-type: none"> • Understand the organisational requirements for team and individual development • Understand the process for the development of teams and individuals • Be able to contribute to the identification of development of teams and individuals • Be able to contribute to development activities • Be able to contribute to the assessment of people against development objectives

WM6. Investigate and report on Fire and Rescue incidents to inform future practice	<ul style="list-style-type: none"> • Understand the requirements for investigating incidents to inform future practice • Be able to gather information to support the investigation of an incident • Be able to report the findings and conclusions of an investigation
WM8. Lead and Support Control Operations to Resolve Events	<ul style="list-style-type: none"> • Plan action to meet the needs of events • Implement action to meet planned events • Debrief people following events

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Crew Manager (Control)
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Main Tasks

<ul style="list-style-type: none"> • To receive Emergency calls – promptly and accurately obtaining incident information, mobilising the required response. Providing ongoing support/survival guidance when required. Assisting and supporting team members with emergency call handling/guidance. • Provide the Leadership, supervision and development needed to support team members to perform their roles competently. • To update and maintain general mobilising information on the Command & Control systems • To ensure incident information is shared with partner agencies in a timely manner • To communicate with members of the Public, officers and other members of Warwickshire County Council and Fire and Rescue Staff, statutory authorities and Watch members. • Able to remain calm in high pressure situations. • To monitor the status of Fire appliances and officers to ensure operational readiness and maintenance of strategic fire cover • To interpret and share information from a range of sources to Team members/other colleagues. • To carry out/supervise routine system and equipment tests as required. • To attend internal and external training courses as appropriate. To undertake Watch related training as required and be responsible for the accuracy of personal training records. • To carry out tasks set by the Watch Managers/Station Commander Control accurately and within deadlines. • Undertake Control Room operations, supporting business continuity, major incidents and loss of full/part technical functionality, in line with defined procedures (fall-back/resilience/escalation) or as advised. • Participate in and facilitate incident debriefs to support continuous improvement. • Demonstrate strong personal, organisational values and behaviours • Contribute to promoting a culture of excellence.
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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Communication Skills - able to interpret and present information clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information. Has good listening skills; speaks and writes clearly and concisely with good command of English.	A,I
Customer Service – delivers a high standard of customer care to manage customer and service expectations. Provides a high quality, professional service to customers by using clear communication, taking ownership of enquiries and finding solutions. Committed to excellence and continuous improvement.	A,I
Decision Making: Able to work dynamically in a high-pressured situation with good analytic/problem solving skills.	A,I
Working with others – Leads, involves and motivates others both within the Fire and Rescue Service and in the wider community- building and promoting professional relationships.	A,I
Commitment to Development - committed to development of self and others, demonstrates a desire to continue development with skills required for the role and/or learning new skills. Understanding of the principles of effective performance management techniques and evidence of its application to achieve excellence.	A,I,D
Planning and organising – keep track of own workload and can think ahead in order to establish an efficient and appropriate course of action for self and others. Organises and prioritises effectively in order to meet conflicting demands and deadlines. Co-ordinates many tasks simultaneously and maintains a high degree of accuracy and attention to detail. Able to remain calm and make decisions in a fast-paced environment.	A,I
Confidence and Resilience - manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations. Openness to change. Demonstrates an approach to work that is characterised by self-motivation, commitment and energy. Maintains a confident, controlled and focused attitude in highly challenging situations.	A, I
Flexibility - adapts and works effectively with a variety of situations, individuals or groups. Understands and appreciates different and opposing perspectives on	A, I

an issue. Ability to work quickly and flexibly and adapt decisions/approach in a fast-paced environment. Manage and maintain an active awareness of the environment to promote safe and effective working.	
Commitment to Diversity and Integrity – Embraces and values diversity and demonstrates a fair and ethical approach. Demonstrates strong personal and organisational values and behaviours	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input checked="" type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors

<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	Providing (over telephone) support and advice to distressed members of the public