

Job Description

For Non-Streamlined 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:	Watch Manager
Salary Grade:	Watch Manager B, plus 10% training allowance
Team:	Communities (Fire & Rescue)
Service Area:	Training & Sustainability
Primary Location:	TADC - Kingsbury
Political Restriction	This position is not politically restricted.
Responsible to:	Station Manager – Operational Training
Responsible for:	Driver Trainers

Role Purpose

To Support the effective delivery and management of driver and vehicle-related training across the Service, ensuring that all personnel are competent, confident and appropriately qualified to operate Service vehicles safely and effectively in line with organisational policies, legislative requirements and operational needs.

To contribute to making the communities of Warwickshire safer through the delivery of high-quality driver training, assessment and development activities that support the Service's Prevention, Protection, Response and Resilience functions, whilst promoting continuous improvement, operational excellence and a positive learning culture.

To lead the Driver Training Team, ensuring the effective planning, organisation and management of training programmes to maximise team capacity and resources. The postholder will be responsible for supporting the organisation in maintaining a sufficient number of the competent drivers across the full range of Service vehicles, ensuring operational requirements and organisational priorities are met.

To ensure that driver training standards, records and competencies are maintained, and to provide professional advice and guidance on vehicle operations, driver development and road risk management across the Service.

The postholder will be required to maintain operational competence and undertake operational duty commitments as directed (currently 24 integrated response shifts per annum), supporting emergency response activities and ensuring operational knowledge and experience remain current and relevant to the delivery of training.

All personnel are expected to know, understand and act within the Core Code of Ethics and Values of the Fire and Rescue Service.

Role Responsibilities

- Ensure that all services provided by Warwickshire Fire & Rescue Service within your area of responsibility meet the Fire & Rescue statutory obligations and maintain the requisite resources to meet its Community Risk Management Plan governed by its statutory obligations under the Fire and Rescue Services Act 2004, the Regulatory Reform (Fire Safety) Order 2005, the Civil Contingencies Act 2004, and the Fire and Rescue National Framework.
- To lead the work of teams and individuals to achieve their Fire and Rescue objectives. Plan the work of teams and individuals, Assess the work of teams and individuals, Provide feedback to teams and individuals on their work.
- To maintain Fire and Rescue work activities to meet work objectives. Maintain work activities to meet requirements, maintain healthy, safe and productive working conditions and make recommendations for improvements to work activities.
- To manage information for Fire and Rescue Service operational activities.
- Take responsibility for effective performance in Fire and Rescue, take responsibility for personal performance, establish and maintain effective working relations with people and develop your own skills to improve your performance.
- Contribute to the development of teams in Fire and Rescue Service, contribute to the identification of development needs, contribute to planning the development of teams and individuals.
- Contribute to development activities and contribute to the assessment of people against development objectives.
- Investigate and report on Fire and Rescue incidents to inform future practice. Gather information to support the investigation of an event. Report the findings and conclusions of an investigation.
- Lead and support people to resolve operational incidents. Plan action to meet the needs of the incident. Implement action to meet planned objectives. Close down the operational phase of incidents.
- Debrief people following incidents.
- Support the efficient use of resources by making recommendations for their use and contribute to the control of resources.
- Monitor and acquire resources to meet the service demand. Monitor the storage and control the issue to support the Service delivery.
- Respond to poor performance and help team members who have issues affecting their performance. Contribute to implementing disciplinary and grievance procedures where required.
- To proactively identify appropriate courses, information and training to ensure driver trainers maintain competence.
- To represent the team and organisation on relevant working groups, locally and nationally.
- Attend courses and manage your own personal development to support department and organisational need within the Driver Training team.

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:

Must be substantive within their current role	A, I
Must be competent within their current role	A, I
In receipt of the required IFE examination	A, I, D
In receipt of the relevant Incident Command Level 1 assessment	A, I, D
The applicant has no current live sanction placed against them	A, I
Ability to carry out administration including being 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.	A, I
Delivers a high standard to manage customer care 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
Able to work dynamically in a high-pressured situation with good analytic/problem solving skills.	A, I
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 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, D, I
Keep track of own workload and can think ahead to establish an efficient and appropriate course of action for self and others. Organises and prioritises effectively 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
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
Adapts and works effectively with a variety of situations, individuals, or groups. Understands and appreciates different and opposing perspectives on 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.	A, I

Embraces and values diversity and demonstrates a fair and ethical approach. Demonstrates strong personal and organisational values and behaviours and embraces the 5 ethical principles of the Core Code of Ethics.	A, I
Hold a full driving licence with no pending issue, including Category C manual license entitlement. Driving licence categories required: C1, C1E, D1, D.	A, D
Be a delegated examiner as identified by the Driver & Vehicles Standards Agency (DVSA)	D
A current and valid DVSA (Driver and Vehicle Standards Agency) Approved Driving Instructor (ADI) qualification.	D
Be an Approved Emergency response Driving instructor with the NFCC.	D
Must be a qualified Emergency Response Driver On Fire Appliances. This qualification must have been held for at least three years.	D
Must have thorough knowledge of 'Roadcraft' the Police Drivers Handbook, the Highway Code, Vehicle & Driver Licencing and relevant legislation.	A, I

Desirable Criteria

Assessed By:

IOSH / NEBOSH	A, I D
Experience of working as a supervisory officer in a functional area (Small department or fire station)	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	☒ Driving HGV or LGV for work
☒ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☒ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☒ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☒ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☒ Rotating shift work	☐ Manual cleaning/ domestic duties
☒ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☒ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☒ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☒ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery

☐ Work involving food handling	☒ Work with waste, refuse
☒ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	