MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE

JOB TITLE:	Watch Manager
SALARY GRADE:	Watch Manager
SALARY RANGE:	WATCH MANAGER A CONTROL WATCH MANAGER D CONTROL
DIRECTORATE:	Response
TEAM:	Fire Control
LOCATION OF WORK:	Fire Control
HOURS OF WORK:	42 Hours Per Week
DIRECTLY RESPONSIBLE TO:	Station Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Others

MAIN JOB PURPOSE

The Watch Manager is an integral part of the leadership team. They are responsible for the performance of their teams, the development of individuals and the effective management of resources. They are answerable/responsible to the Station Manager.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

- Take responsibility for the leadership of the Watch or functional Department(s) and provide a positive role model to staff and the wider community in order to promote the values and behaviours of MFRS.
- Support Departmental Managers in assessing workplace performance, including where necessary undertaking vocational qualification assessments.
- Manage the Watch/functional Department through effective performance management, and in conjunction with Departmental Managers provide feedback and support to staff with problems affecting their performance. Applying internal procedures where appropriate, to ensure optimal performance in support of the delivery of organisational objectives.
- Continually develop practices and promote a positive attitude towards change.
- Ensure achievement of performance indicator targets, both internal and external to the Service, that pertain to the direct areas of responsibility.
- Function as part of the Management Team, to manage, assess and evaluate work activities, the utilisation of resources and develop proposals for improvement to facilitate Departmental objectives and ensure continuous improvement of Service provision.
- Collate, validate and analyse information from a range of internal and external sources to ensure the provision and communication of accurate and timely information to inform decision making and to support service delivery.
- Support Departmental Managers in identifying the training and development needs of the Watch/Departmental teams through workplace assessment. Formulate and evaluate Personal Development Plans, and provide coaching, support and feedback, and develop individuals in line with their Personal Development Plans and any related procedures and processes, to ensure the required standards of performance are achieved and maintained.

- Support Departmental Managers in developing the needs of individuals within the role area of responsibility, through the Service's appraisal system and any related procedures and processes.
- Monitor, control and maintain sufficient supplies of resources in order to support service delivery.
- Support Departmental Managers in the management of human resource issues and the maintenance of discipline within the area of responsibility relative to the role of Watch Manager.
- Lead and support control operations to resolve operational events in accordance with the requirements of the Watch Manager (Control) Rolemap.
- Provide feedback following operational incidents to ensure that risk-critical issues are addressed and successful actions are recognised and supported.

OTHER AREAS OF RESPONSIBILITY

- Take responsibility for personal performance, including welfare, and the development of personal skills including the use of appropriate IT systems and the attainment of the appropriate vocational qualification(s) to ensure the required skills, knowledge and demonstration of competence to fulfil the role.
- Communicate skills and knowledge to colleagues in order to support the development of their personal and professional competence.
- Ensure as far as is reasonable practicable the health and safety of yourself, personnel and others who may be affected by your acts and/or omissions.
- Ensure that all activities comply with the policies and procedures of MF&RS.

ADDITIONAL INFORMATION

Notwithstanding the detail in this job profile, in accordance with MF&RS' approach towards flexible working, and in accordance with NJC Scheme of Conditions of Service (Section 3, paragraph 6), the job holder will undertake such work as may be determined by the Chief Fire Officer from time to time within the scope of the nationally agreed role map for this role, and in any location within the geographical area served by the MFRS and other areas where MFRS has entered into mutual arrangements with other fire and rescue authorities and other agencies. This will include attendance at management team meetings from time to time.

VALUES, BEHAVIOURS AND CODE OF ETHICS

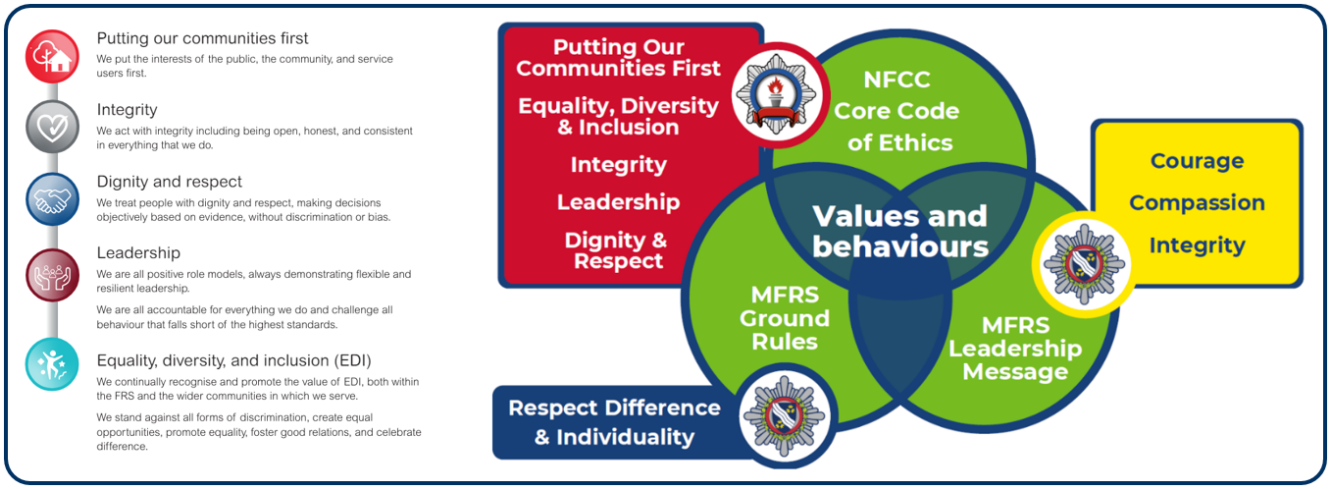
As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with Courage
- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with Integrity
- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with Compassion
- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING OTHERS

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION

Job Title:	Watch Manager	**Team:**	Fire Control
Salary:	Watch Manager	**Directorate:**	Response
JE Reference:			

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
1	Deemed competent against all units of the Crew Manager Role map.	ESSENTIAL	AF/PD
2	IOSH Managing Safely qualification.	DESIRABLE	AF/PD
3	Educated to HNC level and/or completed a Supervisory Management qualification.	DESIRABLE	AF/PD
	KNOWLEDGE & EXPERIENCE	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
4	Proven track record of managing and leading multi-functional teams in a dynamic environment.	ESSENTIAL	AF/I
5	Experience of supporting the development of staff within a Fire Control environment.	DESIRABLE	AF/I
6	Experience of working within a risk management framework.	ESSENTIAL	AF/I
7	Experience in assisting in resource planning and control.	ESSENTIAL	AF/I
8	Experience of working in a supervisory management role within a Fire & Rescue Service control room.	ESSENTIAL	AF/I
9	Knowledge, understanding and the ability to contribute to the delivery of the Community Risk Management Plan.	ESSENTIAL	AF/I
10	Experience in assisting in the management and delivery of a variety of performance management systems	ESSENTIAL	AF/I
11	Experience in assisting in delivering and contributing to innovative change management policies, initiatives and processes.	ESSENTIAL	AF/I
	SKILLS & ABILITIES	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
12	High level of leadership skills and the ability to inspire and maintain excellent performance from self and others.	ESSENTIAL	AF/I
13	Proven ability to work within a highly pressured, risk centred environment whilst making effective decisions and delegating appropriately.	ESSENTIAL	AF/I
14	Good level of interpersonal and people management skills and the ability to develop and maintain constructive working relationships with a variety of individuals, groups and stakeholders.	ESSENTIAL	AF/I
15	Ability to undertake appropriate planning and to demonstrate creative problem solving.	ESSENTIAL	AF/I
16	Excellent oral and written communication skills.	ESSENTIAL	AF/I
17	Good level of IT skills, using Microsoft Office applications including Word, Excel, Outlook and other systems used within MF&RS.	ESSENTIAL	AF/I
	COMMITMENT	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
18	A knowledge and understanding of, and a personal commitment to Merseyside Fire and Rescue Service's Leadership Message, Behaviours and the Core Code of Ethics.	ESSENTIAL	A/I
19	A knowledge and understanding of and a personal commitment to equality & diversity and related legislation and how this is applied in practice	ESSENTIAL	AF/I
20	A demonstrable commitment to continuous professional development.	ESSENTIAL	AF/I

AF	Application	**I**	Interview	**PD**	Produce Documentation

MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE

JOB TITLE:	Crew Manager
SALARY GRADE:	Crew Manager
SALARY RANGE:	CREW MANAGER CONTROL CREW MANAGER D CONTROL
DIRECTORATE:	Response
TEAM:	Fire Control
LOCATION OF WORK:	Fire Control
HOURS OF WORK:	42 Hours Per Week
DIRECTLY RESPONSIBLE TO:	Watch Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Others

MAIN JOB PURPOSE

The Crew Manager is an integral part of the leadership team. They are responsible for, and support the performance of their teams, the development of individuals and the effective management of resources. They are answerable/responsible to the Watch Manager.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

- Take responsibility for the leadership of the Watch or functional Department(s) and provide a positive role model to staff and the wider community in order to promote the values and behaviours of MFRS.
- Support Departmental Managers in assessing workplace performance, including where necessary undertaking vocational qualification assessments.
- Support the management of the Watch/functional Department through effective performance management, and in conjunction with Departmental Managers provide feedback and support to staff with problems affecting their performance. Applying internal procedures where appropriate, to ensure optimal performance in support of the delivery of organisational objectives.
- Continually develop practices and promote a positive attitude towards change.
- Support the achievement of performance indicator targets, both internal and external to the Service, that pertain to the direct areas of responsibility.
- Function as part of the Management Team to manage, assess and evaluate work activities, the utilisation of resources and develop proposals for improvement to facilitate Departmental objectives and ensure continuous improvement of Service provision.
- Collate, validate and analyse information from a range of internal and external sources to ensure the provision and communication of accurate and timely information to inform decision making and to support service delivery.
- Support Departmental Managers in identifying the training and development needs of the Watch/Departmental teams through workplace assessment. Formulate and evaluate Personal Development Plans, and provide coaching, support and feedback, and develop individuals in line with their Personal Development Plans and any related procedures and processes, to ensure the required standards of performance are achieved and maintained.

- Support Departmental Managers in developing the needs of individuals within the role area of responsibility, through the Service's appraisal system and any related procedures and processes.
- Monitor, control and maintain sufficient supplies of resources in order to support service delivery.
- Support Departmental Managers in the management of human resource issues and the maintenance of discipline within the area of responsibility relative to the role of Crew Manager.
- Promote safety matters and facilitate learning through demonstration and instruction to educate and inform the community and improve awareness of safety matters.
- Provide feedback following operational incidents to ensure that risk-critical issues are addressed and successful actions are recognised and supported.

OTHER AREAS OF RESPONSIBILITY

- Take responsibility for personal performance, including personal fitness and welfare, and the development of personal skills including the use of appropriate IT systems and the attainment of the appropriate vocational qualification(s) to ensure the required skills, knowledge and demonstration of competence to fulfil the role.
- Communicate skills and knowledge to colleagues in order to support the development of their personal and professional competence.
- Ensure as far as is reasonable practicable the health and safety of yourself, personnel and others who may be affected by your acts and/or omissions.
- Ensure that all activities comply with the policies and procedures of MF&RS.

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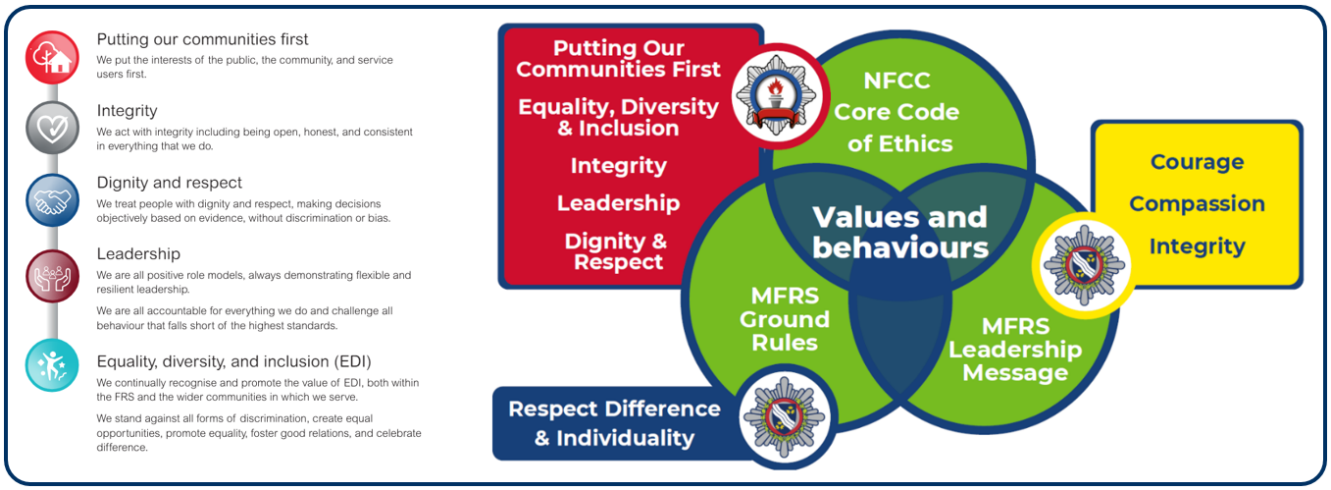
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MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION

Job Title:	Crew Manager	**Team:**	Fire Control
Salary:	Crew Manager	**Directorate:**	Response
JE Reference:			

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
1	Deemed competent in the Firefighter Control role.	ESSENTIAL	AF/PD
2	IOSH Managing Safely qualification.	DESIRABLE	AF/PD
3	Educated to HNC level and/or completed a Supervisory Management qualification.	DESIRABLE	AF/PD
	KNOWLEDGE & EXPERIENCE	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
4	Proven track record of managing and leading multi-functional teams in a dynamic environment.	DESIRABLE	AF/I
5	Experience of supporting the development of staff within a Fire Control environment.	DESIRABLE	AF/I
6	Experience of working within a risk management framework.	ESSENTIAL	AF/I
7	Experience in assisting in resource planning and control.	ESSENTIAL	AF/I
8	Experience of working in a supervisory management role within a Fire & Rescue Service control room.	DESIRABLE	AF/I
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AF	Application	**I**	Interview	**PD**	Produce Documentation