

## JOB DESCRIPTION

<b>Post Title: Crew Manager (Control)</b>	<b>Director/Service/Sector: NFRS</b>		<b>Office Use</b>
<b>Grade: Crew Manager (Control)</b>	<b>Workplace: Primary Fire Control, West Hartford Secondary Fire Control, TWFRS Barmston Mere</b>		<b>JE ref:</b> <b>HRMS ref:</b>
<b>Responsible to: Watch Manager (Control)</b>	<b>Date: August 2019</b>	<b>Manager Level:</b>	
<p><b>Job Purpose:</b></p> <p><b>Contribute to the protection of people and making communities safer by:-</b></p> <ul style="list-style-type: none"> <li>● <b>Supervising and supporting people in their activities to ensure effective emergency service delivery.</b></li> <li>● <b>Supervising the maintenance and response of the emergency services.</b></li> <li>● <b>Provide leadership, command and support during events.</b></li> </ul> <p><b>Monitor and receive emergency and non-emergency calls, including NCC Out of Hours calls and mobilise resources, as required. Ensuring that all calls are dealt with in the correct manner, keeping the caller safe utilising the Emergency Call Management Processes.</b></p> <p><b>Ensure that routine non-emergency administrative duties are carried out.</b></p> <p><b>Lead and co-ordinate the emergency call handling and incident management activities in all operational conditions i.e Business as usual, Spate and in the implementation of all Business Continuity Arrangements.</b></p> <p><b>Assist in the general supervision of Firefighters (Control) on the watch, in respect of the reception of emergency calls and the mobilising of fire appliances, special appliances and officers, providing guidance and support to ensure the Service Standards are achieved at all times.</b></p> <p><b>Support the Watch Manager (Control) in the management and administration of the watch and in the absence of the Watch Manager (Control) take over the management function of the watch.</b></p> <p><b>Provide leadership, supervision and development needed to support watch personnel to demonstrate competence in their roles.</b></p> <p><b>Support and deliver information to internal and external agencies to support the emergency service response to protect the community, property and the environment.</b></p> <p><b>Supervise and support the maintenance of the emergency service, maintaining and managing the reliability and readiness of relevant fire control systems, in order to ensure they function efficiently, including responding to alarms, alerts or faults, liaising with telent and reporting accordingly.</b></p> <p><b>Lead and support control operations to ensure the efficient and effective resource management in line with defined Service Levels.</b></p> <p><b>Actively contribute to self-development and coaching, mentoring and induction of new and existing colleagues.</b></p> <p><b>Deliver watch training and maintain training records.</b></p> <p><b>Assist with escorting, hosting and guiding visitors around the Emergency Control Room, as required.</b></p>			
<b>Resources</b>	Staff	Firefighter (Control) attached to the watch	

Finance	
Physical	Control Room environment
Clients	

**Duties and key result areas:**

**WM1 - 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

**WM2 - MAINTAIN ACTIVITIES TO MEET REQUIREMENTS**

- Maintaining work activities to meet requirements.
- Maintaining healthy, safe and productive working conditions
- Making recommendations for improvements to work activities.

**WM3 - MANAGE INFORMATION FOR ACTION**

- Gathering required information
- Informing and advising others
- Holding meetings

**WM4 - TAKE RESPONSIBILITY FOR EFFECTIVE PERFORMANCE**

- Taking responsibility for personal performance
- Establishing and maintaining effective working relationships with people
- Developing your skills to improve performance.

**WM5 - SUPPORT THE DEVELOPMENT OF TEAMS AND INDIVIDUALS**

- Contributing to the identification 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

**WM6 - INVESTIGATE AND REPORT ON EVENTS TO INFORM FUTURE PRACTICE**

- Gathering information to support the investigation of an event
- Reporting the findings and conclusions of an investigation

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:

The postholder will work from Primary Control in NFRS - West Hartford, although the postholder will be required to be prepared to set up a secondary control in TWFRS -Barmston Mere as necessary

The postholder may therefore be required to travel to other sites.

Working patterns:

2 x Dayshifts, 2 x Nighshifts, 4 Rotas

Working conditions:

Grey Book Terms and Conditions

**PERSON SPECIFICATION**

<b>Post Title: CREW MANAGER (CONTROL)</b>		<b>Director/Service/Sector: NFRS</b>	Ref:
<b>Essential</b>	<b>Desirable</b>		<b>Assess by</b>
<b>Knowledge and Qualifications</b>			
Competent Firefighter (Control) Enrolled on the Crew Manager (Control) Development Program	Hold a current Driving Licence		
<b>Experience</b>			
Minimum of four years experience in Fire Control Practical experience of dealing with a range of operational incidents within a control environment	Experience of supervision and leadership of staff and resources within a demanding, highly challenging control centre environment, maintaining a confident, controlled and focused attitude		
<b>Skills and competencies</b>			
Good written and verbal communications skills, including IT skills Thorough working knowledge of Mobilising and Communications Systems and Procedures Able to respond to alarms, alerts and/or faults and report accordingly in order to ensure that they function efficiently, maintaining the reliability and readiness of the fire control systems Able to work with others Evidence of Leadership skills and ability to motivate others Knowledge of Health and Safety Legislation, managing and maintaining an active awareness of the environment to promote a safe and effective working environment Knowledge of Discipline Regulations and Procedures Ability to prepare and teach theoretical and practical training at watch level Committed to Equality, Diversity and Inclusion. Open to change	Knowledge of extracting reports from BI (Business Intelligence)		
<b>Physical, mental and emotional demands</b>			

<p>Able to work the shift system</p> <p>Able to work under pressure</p> <p>Able to communicate effectively with people</p> <p>Able to make appropriate decisions and create practical solutions</p> <p>Able to be a conscientious and reliable member of the team</p> <p>Confident and resilient</p>		
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**Other**

<p>Committed to the development of self and support the integration and development of others</p> <p>Treat colleagues and members of the public with respect, value the contributions of a diverse workforce and respond to the different needs of individuals and groups within the organisation and in the community</p> <p>An understanding of effective performance management and its application to achieve continuous improvement</p> <p>Comply with all relevant policy, guiding frameworks and legal requirements, especially equality, diversity, fairness and dignity in the workplace and Health and Safety</p> <p>Participate, if required, in any investigations or procedures relating to disciplinary or legal matters</p> <p>In order to secure the best possible service to the public or the welfare of their colleagues, all employees may from time to time be asked to undertake duties which are appropriate to their capabilities and role, but which fall outside their usual area of responsibility. Employees should make every effort to respond positively to such requests</p>		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits