

**Northumberland County Council
JOB DESCRIPTION**

Post Title: Station Manager (B) (Control)	Director/Service/Sector Northumberland Fire and Rescue Service (NFRS)		Office Use
Band: Station Manager (B) (Control)	Workplace: Fire Control – NFRS HQ, Cramlington		JE ref:
Responsible to: Area Manager/Group Manager	Date: March 2026	Lead & Man Induction:	
<p>Job Purpose:</p> <p>To Make Northumberland Safer</p> <p>To help save life, reduce risk, provide humanitarian services and to protect the environment in the most competent manner.</p> <p>This post is responsible for effectively leading and managing personnel in Fire Control in order to assist the service in achieving the requirements of the Community Risk Management Plan and the County Council Corporate Plan. This will be achieved by ensuring the provision of an effective, efficient and resilient emergency Control Centre service. The Station Manager (Control) will coordinate the effective running of Fire Control and related functions on a day-to-day basis. They will oversee the management of all issues affecting operations, health and safety, welfare, discipline, training morale and motivation of the Control Function. They will also support the introduction of new technology that contributes to the efficiency and effectiveness of the Fire Control function.</p>			
<p>Duties and key result areas:</p> <p>1. EFSM 2 - Lead, monitor and support people to resolve operational incidents</p> <ul style="list-style-type: none"> ● Review and determine incident status ● Assume responsibility and implement action to support those involved in the incident ● Debrief following resolution of incident <p>2. EFSM 3 -Determine solutions to hazards and risks identified through inspection and investigation</p> <ul style="list-style-type: none"> ● Plan inspections and investigations ● Implement inspections and investigations ● Respond to findings following inspections and investigations ● Present evidence at formal proceedings <p>3. EFSM 10 - Plan and implement activities to meet service delivery needs</p> <ul style="list-style-type: none"> ● Plan and allocate work activities to meet service delivery need ● Agree budgets and resources for work activities ● Implement and evaluate work plans to achieve objective ● Make recommendations for improvements to work activities <p>4. EFSM 12 - Manage the effective use of resources</p> <ul style="list-style-type: none"> ● Plan the use of physical resources pencil ● Obtain physical resources ● Ensure the availability of supplies ● Monitor the use of physical resources 			

5. EFSM 13 - Select personnel for employment

- Identify personnel requirements
- Select required personnel

6. EFSM 14 - Manage the performance of teams and individuals to achieve objectives

- Allocate and delegate work to teams and individuals
- Agree objectives and work plans with teams and individuals
- Assess the performance of teams and individuals
- Provide feedback to teams and individuals on their performance
- Resolve performance issues with teams and individuals

7. EFSM 15 - Develop teams and individuals to enhance work-based performance

- Identify the development needs of teams and individuals
- Plan the development of teams and individuals
- Develop teams to improve performance
- Deliver individual learning and support for development
- Evaluate the development of teams and individuals

8. EFSM 16 - Manage yourself to achieve work objectives

- Organise and structure personal work activities to achieve objectives
- Develop and continuously improve productive working relationships
- Implement personal development plan to continuously improve personal performance

9. EFSM 21 - Provide information to support decision making

- Obtain information for decision making
- Record and store information
- Analyse information to support decision making
- Advise and inform others

10. Fire Control Function

- Manage the administration associated with the management of the Control Centre and delegate responsibility appropriately prior to planned periods of absence.
- Provide leadership, management, training and development, in order to support Control staff in the competent performance of their roles, and in achieving any planned objectives.
- Monitor Watch performance levels and evaluate working procedures and practices carried out in Control. Manage periods of change and improvements.
- Oversee Watch training programmes, ensure performance and competence levels are met and liaising with Watch Managers to tackle any shortfalls. Delivering any training as necessary.
- Be familiar with the current mobilising system and have the ability to answer emergency '999' calls, Council out of hours calls and Special Service requests and obtain information from callers for mobilising purposes should the need arise (e.g. spate conditions, staffing shortfalls).
- Oversee and have responsibility for the mobilisation of appliances, equipment and employees in response to emergency and other calls using the computerised communications and mobilising system.
- Ensure effective systems are in place in the event of Control fallback or system failure and implement these where necessary.
- Prepare reports, collate and analyse statistics and provide other information as required and carry out debriefs of incidents as necessary.
- Serve on or chair any committee, group, working party or interview panels as required.
- Be a member of any appropriate management group as directed and assist with the formulation, improvement and implementation of Fire & Rescue Service policy. Assist with the management of FRS planning targets, objectives and service plan.
- Attend training courses, seminars and conferences and provide training to wholetime, on-call and support staff as required.

- Understand and comply with all policies, procedures and relevant legislation.
- Work with managers, to coordinate and improve the performance of the Control and in achieving the Service objectives of continuously improving delivery throughout the organisation.
- To assist in both internal and external recruitment and promotion for the department and organisation.
- To attend the Control Room to support and cover in line with staffing needs or business continuity events (i.e. system failure, business interruption).
- 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.
- Provide project management for any new technology that contributes to the efficiency and effectiveness of the Fire Control function.

11. Health & Safety (General Policy)

By reference to current health & safety legislation and the Service's Health and Safety Policy to ensure that:

- A safe place of work is maintained by the establishment and continuance of health & safety inspections of premises and equipment;
- All accidents involving personnel and/or equipment are investigated and reported in line with prescribed principles all health & safety defects are reported as appropriate
- All health and safety defects are reported as appropriate
- Loss of operational equipment/personal equipment investigations
- Non-emergency accident/injury investigations

12. Equality & Diversity (General Policy)

- To champion a sustainable improvement in equality practice at a corporate and departmental level
- To ensure a clear understanding, commitment to and responsibility for diversity and equality as detailed in the Service's Strategic Plan and Diversity and Equality Policy
- To ensure the positive promotion of diversity and equality throughout the Fire and Rescue Service particularly in terms of service delivery
- To be responsible for managing diversity and equality policies through leadership and a positive attitude to secure continuous improvement in organisational culture

13. Safeguarding Children/Adults and Vulnerable Persons

- To promote the application of the Service's Safeguarding Policies

14. Environmental Strategy

- To demonstrate and understanding and commitment to the County Councils Environment Strategy in relation to the environment and carbon reduction policies

15. Display and Embed Service Values

- People First
- Excellence
- Respect
- Resilience

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

Working patterns: Working conditions	secondary control in Tyne & Wear Fire & Rescue Service HQ as necessary. Day Duty (Monday to Friday) with the potential to cover operational shifts including Night Shifts. Grey Book Terms & Conditions.
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PERSON SPECIFICATION

Post Title: Station Manager (B) Fire Control	Director/Service/Sector: NFRS	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Knowledge and understanding of Operational Guidance relating to Fire Control.</p> <p>An understanding of the structure, role and function of NFRS.</p> <p>An understanding of and ability to utilise the Information and Communication Technology (ICT).</p> <p>Knowledge and understanding of the statutory duties of a Fire & Rescue Service.</p> <p>Knowledge and understanding of the Service Values.</p>	<p>Word Processing qualification or equivalent. RSA II Typing and RSA II Audio Typing or RSA II/III Alternatively relevant demonstrable experience.</p> <p>Hold a current driving licence.</p> <p>Coaching & Mentoring Qualification*.</p> <p>Project Management Qualification*.</p> <p>IOSH/NEBOSH General Certificate*.</p> <p>Other relevant academic qualifications demonstrating a commitment to continuing personal and professional development.</p> <p>*or a willingness to study for this if appointed.</p>	
Experience		
<p>Experience as a Watch Manager in Fire Control managing and taking charge of a wide range of emergency incidents consistent with the role.</p> <p>Established record of successfully leading and managing people, including responding to and dealing with conflict and challenging inappropriate behaviour.</p> <p>Experience of successfully interfacing with the public and other agencies and promoting such relationships within the workforce.</p> <p>Evidence of contribution to the implementation and development of policies and procedures for Fire Control.</p>	<p>Experience of working with a range of stakeholders.</p>	
Skills and competencies		

<p>Understand the fire and rescue service's wider role and purpose.</p> <p>Good written and verbal communications skills, including IT skills.</p> <p>Ability to prioritise tasks and work under pressure.</p> <p>Thorough working knowledge of Mobilising and Communications Systems and Procedures.</p> <p>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.</p> <p>Ability to forge relationships with people.</p> <p>Communicate effectively, through listening, writing, speaking and presenting information.</p> <p>Ability to work methodically with attention to detail.</p> <p>Have the sensitivity to deal with members of the public when they are injured, distressed, confused or being obstructive.</p> <p>Proven experience of working effectively with others.</p> <p>Celebrate difference and be adaptable to communicate with members of all communities across a variety of backgrounds and personal circumstances.</p> <p>Ability to react appropriately under pressure and in difficult situations.</p> <p>Take responsibility for the health, safety and welfare of themselves, colleagues, other emergency responders and members of the public.</p> <p>Be prepared to continuously learn and develop.</p> <p>Confidence to be adaptable and flexible to changing situations.</p> <p>Demonstrate taking responsibility for effective performance.</p> <p>Support the development and welfare of self and others.</p> <p>Be able to embrace and promote the values of the organisation.</p> <p>Demonstrate integrity, reliability and responsibility.</p> <p>Be prepared to work with people in need and challenge inappropriate behaviour.</p>	<p>Knowledge of extracting reports from BI (Business Intelligence).</p> <p>Knowledge of Northumberland County Council (NCC) Policies and Procedures.</p> <p>Knowledge of Northumberland Fire and Rescue Service (NFRS) Policies and Procedures.</p>
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<p>Be willing to work in an agile manner to deliver a 24/7 service.</p> <p>Ability to carry out administration including the use of technology (e.g. mobile communication and ICT systems).</p>		
<p>Physical, mental, emotional and environmental demands</p>		
<p>To work on occasional night shifts as necessary.</p> <p>Attend residential and non-residential training courses consistent with role.</p> <p>Provide a standby/callout base at Tyne & Wear Fire & Rescue Service HQ as necessary.</p> <p>Represent Northumberland Fire and Rescue Service both in and out of normal working hours at functions/conferences as required.</p> <p>Take on additional specialist roles (E.g. Fire Control NILO, Airwaves Tac Ad, Etc).</p>		
<p>Other</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>		