



# Job Description

## Watch Commander A

Department: Service Delivery

Responsible to: Station Commander

### Main purpose of the role

To undertake an appropriate level of command at operational incidents. To represent their team at meetings. To organise and supervise the activities of personnel on their team. To analyse, investigate and report upon information. To lead and develop their team and / or individuals to meet specialist risks within the Station / department area. To support the line manager to achieve departmental objectives. This work will all be aligned to the Service Delivery plan:

### General Responsibilities

- Lead and manage the crew on a day to day basis
- Apply consistent standards and structure for firefighters work
- Be responsible for organising and delivering station based training
- Assist with district and support exercises
- Organise short term crewing deficiencies where necessary
- Responsible for organising and undertaking Community Risk duties (BFSC and Safe & Well) in line with station targets
- Responsible for organising and undertaking the Intel 8 visits allocated to the watch
- Raise Intel 4 risk information
- Manage operational incidents and associated processes (IRS, Debriefs, etc.)
- Partake in PSA/SSA
- Ensure Red Kite standard tests are completed
- Initial conduct investigations linked to performance management
- Manage the general day to day H&S related issues, property defects, accident reporting and investigations, etc.
- Developing teams/individuals to ensure competence including creation and discharge of development plans
- Managing leave

## Key Duties and Responsibilities (aligned to national Watch Manager Role Map)

	<b>Examples of this include:</b>
<ul style="list-style-type: none"> <li>To lead the work of teams and individuals, assessing performance and providing feedback where necessary. (WM1)</li> </ul>	<ul style="list-style-type: none"> <li>Planning work activities on a daily and weekly basis, allocating tasks and duties and setting objectives.</li> <li>Assessing the work of individuals and teams against standards and allocated work.</li> <li>Providing constructive feedback proactively and on request to your team and individuals e.g. during normal work activity, during debriefs.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain activities to meet requirements, ensuring healthy, safe and productive working conditions and where appropriate, making recommendations for improvements to work activities. (WM2)</li> </ul>	<ul style="list-style-type: none"> <li>Managing day to day work activities to ensure deadlines and work objectives are consistently met; agreeing objectives on a daily and weekly basis and monitoring progress.</li> <li>Ensuring all health, safety and security measures are maintained and that working conditions conform to organisational and legal requirements.</li> <li>Encouraging and supporting suggestions for improvements to working practices, systems and to personal and organisational performance</li> </ul>
<ul style="list-style-type: none"> <li>Gather information for action by gathering required information, informing and advising others and holding meetings. (WM3)</li> </ul>	<ul style="list-style-type: none"> <li>Collecting information from a range of internal and external sources</li> <li>Responding to enquiries and proactively providing information and advice within own areas of responsibility and authority.</li> <li>Planning, preparing and conducting meetings with groups of people.</li> </ul>
<ul style="list-style-type: none"> <li>Take responsibility for effective personal performance, establishing and maintaining effective working relationships with others, and developing your own skills to improve your performance. (WM4)</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining competence and developing your own skills to ensure best performance within your role, including ensuring your own health and fitness for work.</li> <li>Developing and maintaining effective working relationships with colleagues, team members, line managers and external contacts.</li> <li>Continually improving your</li> </ul>

	performance through self-assessment and proactive action to resolve your development needs e.g. through debriefs and performance reviews.
<ul style="list-style-type: none"> <li>○ Plan and contribute to the development of teams and individuals through development activities and assessment against development objectives. (WM5)</li> </ul>	<ul style="list-style-type: none"> <li>○ Identifying training and development needs for individuals and teams e.g. assessing gaps in workplace performance.</li> <li>○ Contributing to planning the development of individuals and teams e.g. preparing effective development plans.</li> <li>○ Contributing to development activities including feedback and support</li> <li>○ Taking part in the monitoring of improvements in performance.</li> </ul>
<ul style="list-style-type: none"> <li>○ Investigate and report on events to inform future practice by gathering information, reporting findings and making conclusions. (WM6)</li> </ul>	<ul style="list-style-type: none"> <li>○ Collecting accurate information from a range of sources to support the investigation of an event e.g. a safety incident</li> <li>○ Preparing and presenting findings and conclusions.</li> </ul>
<ul style="list-style-type: none"> <li>○ Lead and support people to resolve operational incidents by planning and implementing a response, closing down the operational phase and debriefing those involved. (WM7)</li> </ul>	<ul style="list-style-type: none"> <li>○ Planning action to lead and support your crew's response to incidents; developing objectives through risk assessment and determining initial action with available resources.</li> <li>○ Implementing action to meet planned objectives, making decisions to minimise risk and maximise progress.</li> <li>○ Closing down the operational phase of incidents effectively and debriefing people following incidents.</li> </ul>
<ul style="list-style-type: none"> <li>○ Make recommendations for the use of resources and contributing to the control of resources (WM9).</li> </ul>	<ul style="list-style-type: none"> <li>○ Making positive and constructive recommendations for the use of equipment, materials, services, supplies, finance, energy and time within own sphere of responsibility.</li> <li>○ Monitoring and controlling resources to ensure their most effective and productive use.</li> </ul>
<ul style="list-style-type: none"> <li>○ Monitor and acquire resources to meet service demands, monitor the storage of physical resources and control the issue of resources to support service delivery</li> </ul>	<ul style="list-style-type: none"> <li>○ Proactively ensuring sufficient resources used on a day to day basis are available, to avoid interruptions to service delivery and</li> </ul>

(WM10).	<p>to meet demand or on request.</p> <ul style="list-style-type: none"> <li>○ Monitoring storage of consumables in compliance with H&amp;S regulations and requirements</li> <li>○ Demonstrating effective record keeping and security procedures.</li> <li>○ Proactively take action to ensure sufficient supply for known and anticipated or contingency supplies</li> </ul>
<ul style="list-style-type: none"> <li>○ Help team members who have problems affecting their performance and contribute to implementing disciplinary and grievance procedures (WM11)</li> </ul>	<ul style="list-style-type: none"> <li>○ Providing constructive and positive support to team members who are experiencing difficulties in their work role including giving feedback, investigating development needs and referring to other specialist personnel.</li> <li>○ Making effective and constructive contributions to implementing disciplinary and grievance procedures to deal with instances or poor performance.</li> </ul>
<ul style="list-style-type: none"> <li>○ To actively promote and demonstrate personal commitment in respect of the Service's core purpose, values and policies concerning quality of service and customer care, equality, diversity and health, safety and welfare.</li> </ul>	<ul style="list-style-type: none"> <li>○ Being sensitive to the needs of others, particularly with regards to fairness, equality and diversity issues.</li> <li>○ Recognising health and safety issues at work and dealing with them to minimise or eliminate the degree of hazard or risk.</li> <li>○ Ensuring personal safety and that of others at all times.</li> <li>○ Adhering to the policies and procedures of the Service.</li> </ul>

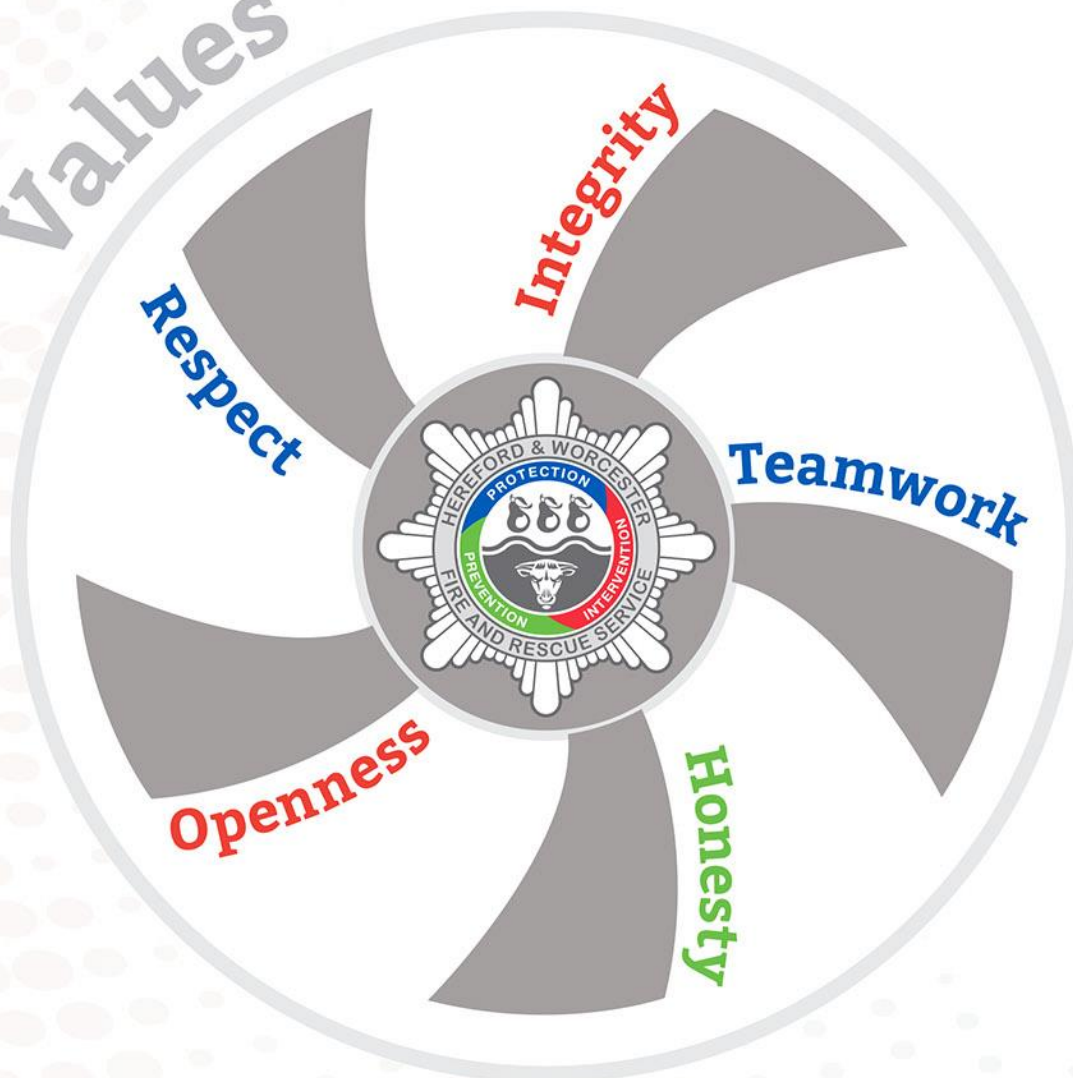
The postholder will be required to undertake any other reasonable duty commensurate with the grading and responsibility of the post. This could be at any location across the Service working a variety of agreed shift patterns with Representative Bodies, in order to meet the CRMP.

# Person Specification

Requirements	Essential or Desirable	Identified by
<b><u>Qualifications and Training</u></b>		
Ability to pass an Incident Command assessment at Level 1	Essential	Incident Command Assessment (if required)
Evidence of continued relevant professional development appropriate to the role	Desirable	Application, Selection process
Have or be working towards a recognised qualification in Leadership and Management (Level 3 or above)	Desirable	Application, Qualification Certificate
Possess IFE Level 3 Diploma Unit 6 – Fire Service Operations and Incident Command	Desirable	Application, Exam Certificate
Possess IFE Level 3 Certificate Unit 3 – Fire Safety	Desirable	Application, Exam Certificate
Possess a Health and Safety qualification or equivalent experience appropriate to the role	Desirable	Application, Qualification Certificate if applicable
<b><u>Experience</u></b>		
Practical experience of operational incident management	Essential	Competence in Crew Commander role as a minimum
Effective operational command experience appropriate to the role	Desirable	Application, Selection process
Experience of leading teams and / or individuals effectively	Essential	Application, Selection process
<b><u>Skills and Abilities</u></b>		
Awareness of the role of a Watch Commander	Essential	Selection process
Demonstrate high level of written and verbal communication skills	Essential	Application, Selection process
Demonstrate an understanding of the importance of equality and diversity to	Essential	Selection process

HWFRS as an employer and service provider		
Demonstrate an understanding of and ability to maintain an active awareness of the environment to promote safe and effective working	Desirable	Selection process
Demonstrate an understanding of and commitment to the national Fire and Rescue Service Leadership Framework for a Supervisory Manager and Fire Service values	Essential	Application, Selection process
Demonstrate ability to lead, involve and motivate others both within the FRS and in the community	Desirable	Application, Selection process
Demonstrate commitment to and an ability to develop self, individuals, teams and others to improve organisational effectiveness	Desirable	Application, Selection process
Demonstrate ability to understand and apply relevant information to make appropriate decisions and create practical solutions	Desirable	Application, Selection process
Demonstrate ability to create and implement effective team plans in line with organisational objectives	Desirable	Application, Selection process
Hold and maintains a current full UK driving licence	Desirable	Application, Driving Licence Check
Achieve the required medical standards to meet operational requirements (subject to reasonable adjustments under the Equality Act 2010 where appropriate)	Essential	Medical
Achieve the required fitness levels to meet operational requirements	Essential	Fitness test

# Values



## What we believe in

### Integrity

We will do the right thing and show fairness and consistency in our approach, taking responsibility for the decisions we make and the actions we take.

### Teamwork

By working collaboratively, we can exceed expectations and go beyond the achievements of individuals

### Honesty

We will be truthful in our actions and duties to build trust amongst our colleagues and within the communities we serve.

### Openness

We will act in a way that is transparent and open to review and will welcome new or innovative ways of thinking.

### Respect

We value the differences between individuals and create an inclusive environment which recognises everyone's experiences and opinions.



HEREFORD & WORCESTER  
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FIRE AND RESCUE SERVICE