**WEST YORKSHIRE FIRE & RESCUE SERVICE**

# JOB DESCRIPTION

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| **POST TITLE:** | Crew Manager (Control) |
| **RESPONSIBLE TO:** | Watch Manager (Control) |
| **RESPONSIBLE FOR:** | FF (Control) |
| **PURPOSE OF POST:** | Receive emergency calls and mobilise appropriate appliances, officers and equipment. Provide fire survival guidance to callers trapped. Provide continual support to crews at incidents to minimise loss of life and damage to property. Monitor and maintain resource cover throughout the county.  To undertake an appropriate level of command in the Control Room.  Support staff as required.  To deputise for the Watch Manager. |

##### MAIN DUTIES AND RESPONSIBILITIES

1. **Incident Management**

* Receive and monitor communications from callers and other agencies relating to emergency and non-emergency assistance.
* Mobilise fire and rescue service response based on gathered information.
* Assess danger to the caller and give appropriate advice.
* Receive, record and relay information, relating to emergency calls, from mobilised resources or other agencies, organisations and authorities relating to emergency calls.
* Process requests for attendance of, and liaise with, other agencies and authorities.
* Mobilise additional resources to fire service incidents as required and inform operational managers.
* Receive, record and relay requests for specialist information.
* Access and transmit specialist information.
* Process non-emergency calls as appropriate.
* Inform and consult senior managers in respect of incidents.

1. **Maintain information on Emergency Fire Service operational resources**

* Monitor and maintain availability of appliances and officers to ensure sufficient levels of cover.
* Determine and monitor resource state of readiness.
* Assist in the evacuation and re-instatement of the emergency Control Room when necessary.

1. **Maintain reliability and readiness of control operations equipment**

* Operate the service mobilising and communications systems.
* Test communications and mobilising equipment.
* Maintain communications and mobilising equipment.
* Record, report and take appropriate action to resolve system failures.

1. **Enter and integrate data and present information using a computer system**

* Retrieve and enter data to update databases.
* Extract information and integrate different types of data.
* Deliver specified information to the required destination.
* Present information in various formats.

1. **Take responsibility for effective performance**
   * Take responsibility for personal performance.
   * Establish and maintain effective working relationships.
   * Develop your own skills to improve your performance.
   * Actively support the integration and development of self and others.
   * Contribute to promoting a culture of excellence and continuous improvement at all times.
   * Demonstrate an openness to change and experience of actively supporting it.
   * Demonstrate evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards.
   * Co-ordinate and instruct refresher training for watch members.
   * Allocate and delegate work to watch and individuals to meet agreed performance objectives.
   * Assess and evaluate the performance of watch and individuals against Maintenance of Competency records, taking into account organisational constraints and personal circumstances.
   * Provide regular feedback based on objective assessment of performance, maintaining confidentiality to improve future performance.
2. **Management**

* Support Watch Managers (Control) in the management and administration of the watch.
* In the absence of the Watch Manager (Control), as directed, take command of the watch.
* Provide operational support and leadership during events as Crew Manager (Control) and in other operational support roles.

1. **Change Management** 
   * Support and deliver organisational needs and changes as required.
   * Advise and assist with change with watch members.
   * Prepare clear recommendations with supporting evidence to facilitate decision making.
2. **Service Delivery**
   * Analyse information to support decision making.
   * Ensure line manager receives regular timely reports and information.
   * Participate in continuous professional and personal development relevant to the role.
   * Inform and update senior managers on matters that may affect service delivery.

1. **Other Duties**
   * Advise on safety matters to inform your community.
   * Comply with all organisation policy and guiding frameworks.
   * Implement and promote the Authority’s policies on Health & Safety, Data Quality and Equality & Diversity.

* Contribute to the continuous improvement of service delivery.
* Deputise for Watch Managers (Control) in their absence.
* Process and maintain information (electronic, written and verbal) as required to meet the Authority’s requirements.
* Comply with operational policies and procedures listed in the Control Handbook and any other within the Authority.
* Identify and supply service related information to internal and external customers on request.
* Provide operational incident information to the media.
* To undertake any other duties which are commensurate with the post as directed by management.

### PERSON SPECIFICATION

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|  | **Experience** | **Essential/ Desirable** | **Source** |
| 1 | Computer literate. Be competent in operating ‘Windows’ based applications. | Essential | Application Form/ Test |
| 2 | Experience of dealing with people in stressful situations | Essential | Application Form/Interview/Test |
| 3 | Previous experience of working in an emergency control room environment | Essential | Application Form |
| 4 | Supervisory experience | Desirable | Application Form/Interview |

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|  | **Education and Training** | **Essential/ Desirable** | **Source** |
| 5 | Reasonable degree of numeracy and literacy and Level 2 Literacy or equivalent demonstrable experience. | Essential | Application  Form/Test |
| 6 | Commitment to continuous professional development. | Essential | Application Form/Interview |
| 7 | PTTLs or equivalent teaching qualification | Desirable | Application Form/Interview |
| 8 | CIFLM, ILM Level 3 or equivalent. | Desirable | Application Form/Interview |
| 9 | Qualified at substantive competent Firefighter (Control) level | Essential | Application Form |

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|  | **Special Knowledge and Skills** | **Essential/ Desirable** | **Source** |
| 10 | Effective and confident telephone communicator | Essential | Application Form/Test |
| 11 | Audio keyboard skills of 35 words per minute (minimum) | Essential | Application Form/Test |
| 12 | Ability to work calmly under pressure | Essential | Application Form/Test |
| 13 | High level of verbal and written communication skills | Essential | Application Form/Interview |
| 14 | A flexible approach in relation to the needs of the role | Essential | Application Form/Interview |
| 15 | Ability to work as part of a team and use own initiative when required | Essential | Application Form/Test/Interview |
| 16 | Ability to maintain confidentiality | Essential | Application Form/Interview |
| 17 | Ability to quickly comprehend written and verbal instructions and apply accordingly | Essential | Application Form/Test/Interview |
| 18 | Demonstrate a proactive, confident and resilient approach. | Essential | Application Form/Test/Interview |
| 19 | Ability to provide a commitment to the Authority’s shift systems | Essential | Application Form |
| 20 | Ability to communicate effectively in a community language, e.g. Polish, Urdu, Gujarati, Chinese, Punjabi | Desirable | Application/Interview |
| 21 | An understanding of the Authority’s Health & Safety policy | Essential | Interview |
| 22 | Demonstrate commitment to good quality data in all areas of work. | Essential | Interview |
|  | An understanding of and commitment to the Authority’s Equalities and Diversity Policies | Essential | Interview |

Updated March 2020