



Post	Watch Manager – Workplace Development	Post No	
Line Manager	Workplace Development Manager	Location	Telford Training Centre
Directorate	Workplace Development	Responsible for:	
Scale	Watch Manager – Competent	Current Salary	WM B + additional payment for weekend working
Duty System	42 Hour 9 day fortnight	Status of Post	Permanent

1 Job Purpose

- 1.1 A Watch Manager is an important member of the Service's management team. As Watch Manager – Workplace Development, you will assist in the management and administration of the effective Operational development, implementation and continued success of training for competence and vocational training within the Service. Your role will be that of Instructor (Incident Command), Assessor and Internal Quality Assurance Officer within the Workplace Development team.
- 1.2 You will be responsible for influencing the safety, competence and effectiveness of personnel who are required to carry out an operational command function within the Service.
- 1.3 To support the Group Manager for Training and Development you will provide resilience for the training instructors, when required, to ensure the effective running of the department.
- 1.4 You will provide leadership, management and development to support Service staff in the competent performance of assessing and verification of vocational standards. You will assist with developing appropriate strategies to ensure that targets are met and any failure to achieve is identified, examined and steps taken to address the issue.
- 1.5 With the support of senior managers, and within the Services guidelines, policies and procedures, you are vested with an appropriate level of autonomy and decision-making authority and are expected to exercise good judgement in the performance of your duties.
- 1.6 As part of your conditions of service you may also be required to fulfil the role of an Operational Watch Manager under the nationally agreed Role Map. Watch manager, incident command role competencies and appropriate fitness standards must be maintained in line with service policy and CPD requirements. (WM role map attached to this job description)



- 1.7 To fulfil this role the post holder will work a 42-hour week (9 day fortnight), be required to work evenings (1 per week) and weekends (24 weekend days per year), for which a weekend working additional payment will be paid. Local agreement details attached to this job description

2 Major Tasks

2.1 Internal Quality Assurance within the Workplace Development Team

- a) In line with the standards set out in the National QCA guidance and SFRS Approved Centre Procedures, carry out Internal Quality Assurance duties relating to operational staff undertaking vocational qualifications and operational development programmes, ensuring a quality assurance service in relation to formal operational assessments.
- b) Carry out assessments and observations of assessors and candidates to provide them with appropriate evidence to support the vocational qualification process and operational development programmes.
- c) Support the Station Manager Development with the auditing and maintenance of the operational competency recording process.
- d) Represent the Workplace Development Manager in Regional Management Boards, specifically on Firefighter Development issues.
- e) Liaison between Workplace Development, Area command management and Watches to facilitate the quarterly assessments of Development Firefighters needed to assist in ensuring competence.
- f) Liaison with Training Delivery to support standardisation of assessment outcomes.
- g) Provide information and facilitate External Verification Audits.
- h) Assist in the planning and delivery of suitable workshops to equip individuals with the skills and qualifications required to become assessors and maintain CPD.
- i) Represent the Workplace Development Manager on internal management meetings when required.
- j) Maintain appropriate administration procedures and records in accordance with Service policy, Orders and Awarding Bodies.
- k) Assist in the development of innovative and suitable systems and processes to ensure the continued competence of all staff.
- l) Manage the planning of, and analyse, a wide range of performance measures to ensure appropriate opportunities for improved organisational performance.

- m) Assist in the planning and scheduling of development and assessment support of programmes.
- n) Attend and participate in both internal and external training courses as required.

2.2 Service Delivery of Incident Command

- a) Ensure the effective, preparation, delivery and review of all Service Incident Command courses commensurate with experience and role, as and when required.
- b) Ensure that, where necessary and appropriate, effective training and development opportunities are available to students through simulation.
- c) Ensure the effective preparation of course materials and management of human and physical resources.
- d) Assess personnel against recognised performance criteria.
- e) To instruct on and act as Course Director, as and when required, ensuring that personnel are trained and assessed to the established standards.
- f) Debrief student performance and feedback in a supportive way, ensuring that personnel acknowledge and accept the learning points and take suitable action to rectify poor performance. This should include, where necessary, the provision of an agreed action plan.
- g) Feed forward any significant issues that may affect the operational efficiency or safety of Service personnel.
- h) With suitable support, maintain own competence and personal development both as an Incident Command Assessor and as an operational Officer. Operational competencies may be maintained through simulation, i.e. by attending Station/District/Service exercises or by utilising opportunities at the Training and Development Centre.
- i) Encourage teamwork and motivation and promote improvements in efficiency and service delivery.
- j) XVR software and scenario design, build and develop to meet the demands of incident commanders based on national occupational guidance scenarios, local and regional risk and national incident type trends.
- k) XVR associate trainer development, standardisation and CPD

2.3 Personnel and Training

- a) Support the development and maintenance of competence of operational Watch, Station and day duty personnel in the following roles:

- Internal Quality Assurance Officer;
 - Incident Command Assessor;
 - Operational Manager
- b) Maintain proper records of all training activities in accordance with Service policy.
 - c) Give advice and guidance to personnel on career development as required.
 - d) Ensure that proper discipline, behaviour and conduct is maintained by personnel in accordance with Service policies and procedures and ensure that any alleged breaches of Discipline Regulations are dealt with according to Service policy.
 - e) Maintain appropriate standards of discipline and dress of self and other personnel whilst on duty, in accordance with Service policy.
 - f) Establish an effective working relationship with Watch personnel and their union representatives, to develop means of communication and consultation in the furtherance of good industrial relations.

2.3 Administration and Premises

- a) In conjunction with other managers, ensure the effective management of the Workplace Development Team.
- b) Co-operate, and ensure that effective communication and liaison is established, with other departments within the Service
- c) Maintain proper financial and administrative procedures and records in accordance with Service policy, Orders and instructions.
- d) Ensure that any defect of Station premises, accommodation, furnishings, vehicles, fixtures and fittings are reported in accordance with specified procedures.
- e) Implement effective security measures for the Station premises and contents in accordance with Service policy.

3 Other Tasks

- 3.1 To ensure that the Brigade policies on equality and diversity at work are implemented, monitored and adhered to at all times, in order to achieve a working environment that promotes equality and diversity. Be sensitive to the feelings and needs of others.
- 3.2 To carry out such other duties as may be directed, commensurate with the grading of the post.
- 3.3 To support the organisation in embedding the 'core values', strategic aims and corporate objectives.

- 3.4 To ensure all duties are carried out in accordance with the Authority's IT Security Policy.
- 3.5 To comply with the Health and Safety responsibilities set out in Appendix A to this job description.
- 3.6 Maintain proper administrative procedures and records in accordance with Service policy, orders and instructions.
- 3.7 Ensure that the Fire and Rescue Service's policies, procedures and standards are complied with by self and all employees.
- 3.8 Assist with the collation of returns for statistical purposes as required by the Service.
- 3.9 Contribute to special projects and teams, commensurate with your experience and role, as and when required.
- 3.10 With the support of managers, and within the Service's guidelines, policies and procedures, the post holder is vested with an appropriate level of autonomy and decision-making authority and is expected to exercise good judgement in the performance of duties.

4 Status of job description

- 4.1 September 2020



Health & Safety

Watch Managers

Reporting to the Workplace Development Manager and is responsible for,

- Implement the Brigade health and safety policy within your area of responsibility.
- Conduct risk assessment at incidents.
- Ensure correct manual handling techniques are applied to all lifting and carrying tasks.
- Risk assesses all non-standard drills and exercises.
- Ensure the highest standards of house keeping on Brigade premises under your control.
- Report and assist with the investigation of accidents, near misses and dangerous occurrences.
- Control visitors and contractors on Brigade premises under your control.
- Ensure that chemicals and substances are not used or brought onto premises under your control unless they have been subject to assessment in accordance with the brigade order on the control of substances hazardous to health.
- Ensure safe systems of work are maintained at incidents, drills, training and routine duties.
- Ensure equipment and machinery under your control is only used by competent persons, is safely maintained and inspected in accordance with the standards set by the Brigade.
- Take measures to remove, reduce or report hazards that you have identified, or reported by your staff.
- Conduct regular briefings for your staff on health and safety.
- Supervise tasks delegated to your staff, commensurate with the level of risk and competence.
- Identify and report training needs to your District Support Officer to maintain the competence of staff under your control.
- Ensure staff under your control wear appropriate personal protective equipment (PPE) when required and that the PPE is properly stored, maintained and is replaced or repaired when defective.



- Monitor staff activities, the workplace and equipment to ensure the highest safety standards are maintained.
- Foster and maintain, by example, a positive safety culture.
- Deliver induction training to new or transferred members of staff to ensure that they are aware of the hazards, safe working methods and procedures within your area of responsibility.
- Report to your immediate line manager any shortcomings in the Brigade's safety management system that you cannot solve yourself.
- Conduct regular workplace inspections

Person Specification

ESSENTIAL	DESIRABLE
Qualified to A1 (or equivalent) or working towards, with the ability to assess a wide range of operational core skills and provide appropriate feedback.	NVQ Level 3 or equivalent in Learning and Development.
Experience of supervision and supporting a mixed group of personnel in terms of their individual training, development and assessment requirements.	Experience of managing a team, including individual training and development needs and assessment requirements.
Familiar with the application of standards of performance in respect of training and safety management in the workplace.	Level 4 Award in Internal Quality Assurance (or equivalent) or working towards.
Developed communication skills, written and verbal, sufficient to write assessment and planning reports and to communicate effectively with external verifiers, candidates and line managers at all levels.	The ability to analyse and interpret statistical data and identify trends from the recording of development activities.
Developed interpersonal skills, including the ability to adopt a sensitive approach when delivering feedback and discussing development issues with candidates and assessors.	Competent in the use of a range of electronic equipment related to the recording of evidence.
Experience of using relevant software packages utilise by the Service e.g. Microsoft Word, PowerPoint and Excel.	Good working knowledge and understanding of LEO (or similar LMS).
Good working knowledge of organisational policies and procedures and their application within the Fire and Rescue Service.	SFJ Awards L5 Award in Incident Command Training (or equivalent) or working towards.
Level 1 Incident Command qualification and good working knowledge of current incident command procedures	Understanding of/experience of working with audit processes and procedures.
Flexible working approach / weekend working	

Watch Manager Role map

Ref	Watch Manager Roles
WM1	Lead the work of Teams and Individuals to achieve their Objectives 1.1 Plan the work of teams and individuals. 1.2 Assess the work of teams and individuals. 1.3 Provide feedback to teams and individuals.
WM2	Maintain activities to meet Requirements 2.1 Maintain work activities to meet requirements. 2.2 Maintain healthy, safe and productive working conditions. 2.3 Make recommendations for improvements to work activities.
WM3	Manage Information for Action 3.1 Gather required information. 3.2 Inform and advise others. 3.3 Hold meetings.
WM4	Take responsibility for Effective Performance 4.1 Take responsibility for personal performance. 4.2 Establish and maintain effective working relationships with people. 4.3 Develop your own skills to improve your performance.
WM5	Support the Development of Teams and Individuals 5.1 Contribute to the identification of development needs. 5.2 Contribute to planning the development of teams and individuals. 5.3 Contribute to development activities. 5.4 Contribute to the assessment of people against development objectives.
WM6	Investigate and Report on Events to inform Future Practice 6.1 Gather information to support the investigation of an event. 6.2 Report the findings and conclusions of an investigation.
WM7	Lead and Support people to resolve Operational Incidents 7.1 Plan action to meet the needs of the incident. 7.2 Implement action to meet planned objectives. 7.3 Close down the operational phase of incidents. 7.4 Debrief people following incidents.
WM9	Support the Efficient use of Resources 9.1 Make recommendations for the use of resources. 9.2 Contribute to the control of resources.
WM10	Acquire, Store and Issue Resources to provide Service Delivery 10.1 Monitor and acquire resources to meet Service demands. 10.2 Monitor the storage of physical resources. 10.3 Control the issue of resources to support Service delivery.
WM11	Respond to Poor Performance of your Team 11.1 Help team members who have problems affecting their performance 11.2 Contribute to implementing disciplinary and grievance procedures.
A1	Assess Candidate using a Range of Methods A1.1 Agree and review a plan for assessing performance. A1.2 Collect and judge performance evidence against criteria. A1.3 Collect and judge knowledge evidence. A1.4 Make assessment decision and provide feedback.

