



Job Title: Watch Manager Operational Assurance	Directorate: Service Delivery Support Unit: Operational Assurance
Post No: Ops Assurance (1 of 2)	Grade: Watch Manager

1. Job Purpose

- 1.1 To further learning and continuous improvement across all aspects of the Service's operational function. This will include looking at the methods and practices adopted, the equipment supplied and how it is used, the end user journey through our internal electronic systems, plus the embedding and furthering of knowledge and understanding.
- 1.2 Central to the roles is to ensure Ops staff are informed and able to respond to incidents effectively adopting the All-Hazard approach as laid down in national guidance. This involves provision of support to the Station Manager for Operational Assurance – Guidance, to produce, manage, implement and co-ordinate guidance documentation and process in line with national practices.
- 1.3 To carry out horizon scanning for emerging threats to the service, completing Skills Gap Analysis (SGAs) and closing blanks, delivering on debriefs and the associated recommendations/suggestions, compiling reports, involvement in working groups, publishing outcomes and processing all learning streams coming into the Service via the '*Single form reporting system*'.
- 1.4 Work in collaboration with other departments to meet the areas outlined above with the aim of continuous improvement and understanding.

2. Supervision and Work Planning

- 2.1 You will report to the Station Manager for Operational Assurance – Guidance who will provide direction and determine priorities.

3. Main Duties and Responsibilities

- 3.1 Work as part of the team to meet defined and declared needs. Each Watch Managers holds an area of activity but will be expected to maintain an awareness of the other's work streams to provide support where needed across the function.
- 3.2 To deputise for the Station Manager Operational Assurance – Guidance at meetings when required.
- 3.3 Support the Station Manager with projects, attending meetings, demonstrations and assisting with any presentations or training of staff.

- 3.4 Build effective working relationships with other emergency services, responding agencies and local authorities to promote collaborative working and shared understanding of risk information.
- 3.5 To support managers by producing reports and information as necessary.
- 3.6 Effectively process learning, in whatever form it is identified, for understanding at all levels throughout the organisation.
- 3.7 Carry out horizon scanning to initiate and inspire a continual process of improvement and development within the function to meet emerging and future service needs.
- 3.9 Have confidence and the ability to work on your own initiative while unsupervised to meet goals and deadlines.
- 3.10 Be able to build and maintain working relationships with other departments, department heads, and external partners.
- 3.11 Provide a quality assurance function at incidents, training events and across departments.

4. General

- 4.1 Ensure you maintain an awareness of development in National Operational Guidance as relevant to the duties and tasks you carry out. This will include Fire Standards, Guidance, Data and Digital Strategy, and the People Programme.
- 4.2 Ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
- 4.3 Carry out such other duties as may reasonably be required in relation to a post of this nature.

This job description contains only the primary duties and responsibilities for this post and does not describe in detail all the work streams required to carry them out.

5. Qualifications & Experience

Essential

- Ability to communicate effectively at all levels with good inter-personal, resource management, report writing, presentation and influencing skills.
- Well-developed organisational and problem-solving skills.
- Ability to work across a range of disciplines while understanding differing departmental prioritise.
- Ability to plan, prioritise and organise own workload including from a number of locations.
- IT literate holding the ability to use a range of software packages including databases, spreadsheets and presentation programmes.
- Empathetic and astute.
- Hold a current UK driving licence or one valid within the UK

Advantageous

- Experience of information / data analysis and report writing.
- Understanding of automated analytical systems such as Power BI or the ability to learn quickly.
- Experience of working within the multi-agency arena.
- Certificate of Assessing Vocational Achievement (CAVA).
- Certificate in Educational Training (E&T/CTLLS).
- Police structured Debriefing Course.

6. Special Notes or Conditions

- 6.1 You will be expected to travel to various locations throughout the Service area in order to obtain information, provide support and advice. On occasions you may be required to attend meetings or conferences as determined by your line managers to gather information or develop your own personal knowledge. If you use your own vehicle, you will be entitled to appropriate allowances.
- 6.2 Based at Service Headquarters but may be required to attend other locations within the Service area. Potential for some home-based working provided strict markers and achievements are met and after period learning role within HQ. This will be in discussion with your line manger and only if felt it will not affect completion of the role.

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Date effective:	Date: