

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

<b>Job Title</b>	<b>Watch Manager, On-call Learning Support</b>		
<b>Post Reference</b>		<b>Temporary/Permanent</b>	Permanent
<b>Grade</b>	Watch Manager B	<b>Hours</b>	9 Day Fortnight
<b>Reports to</b>	Station Manager, West Hub		
<b>Line Management Responsibilities</b> (Direct and Indirect)	Indirect line manager responsibility for Crew managers and Firefighters whilst undertaking operational on-call duties		
<b>Directorate/ Department</b>	Service Delivery		
<b>Location</b>	On-Call stations		
<b>Politically Restricted</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input checked="" type="checkbox"/>	
<b>Level of DBS Check Required</b>	<input type="checkbox"/> <b>Standard</b> <input type="checkbox"/> <b>Enhanced</b> <input checked="" type="checkbox"/> <b>Enhanced (with barred Child)</b> <input type="checkbox"/> <b>Enhanced (with barred Adult)</b>		
<b>Safeguarding Level Required</b>	<input checked="" type="checkbox"/> <b>Level 1</b> <input type="checkbox"/> <b>Level 2</b>		

## Main Purpose of the Job:

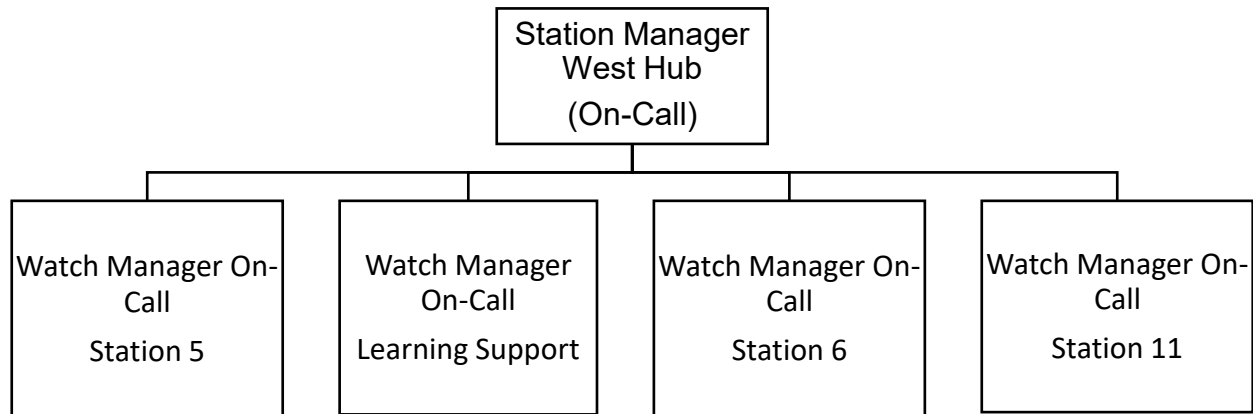
Reporting to the Station Manager, West hub to support the on-call staffing group in delivering effective development activity across the Service through the planning and implementation of training and development activity aligned to progressing DAPS and OCTP activity.

Provide leadership to support the effective and efficient delivery of services to the public, aligned to the local safety plan; managing resources and administration when undertaking operational duties across on-call fire stations with direct managerial responsibility for crew managers and/or firefighters for the host on call station whilst undertaking detached duties.

To work alongside a variety of departments and stakeholders to help implement activity that supports on-call operations.

The role will offer flexible working hours, predominantly midweek with expectations to work Monday evenings and occasional weekends.

## Organisational Structure



## Role Map Duties and Responsibilities:

WM1. Lead the work of teams and individuals to achieve their objectives	<ul style="list-style-type: none"> <li>Planning the work of teams and individuals</li> <li>Assess the work of teams and individuals</li> <li>Providing feedback to teams and individuals on their</li> </ul>
WM2. Maintain activities to meet requirements	<ul style="list-style-type: none"> <li>Manage work activities to meet requirements</li> <li>Maintaining healthy, safe and productive working conditions</li> <li>Make recommendations for improvement to working practices and activities</li> </ul>
WM3. Manage information for action	<ul style="list-style-type: none"> <li>Gather required information</li> <li>Informing and advising others</li> <li>Holding and facilitating meetings</li> </ul>
WM4. Take responsibility for effective performance	<ul style="list-style-type: none"> <li>Take responsibility for personal performance</li> <li>Continually improve your performance through self-assessment and action to address your development needs.</li> <li>Establish and maintain effective working relationships with people</li> <li>Developing your skills to improve performance</li> </ul>
WM5. Support the development of teams and individuals	<ul style="list-style-type: none"> <li>Contribute to the identification of development needs for individual / watch needs</li> <li>Prepare effective plans to meet identified performance gaps for individuals and teams</li> <li>Take part in the development of individuals and your watch as a whole</li> <li>Contribute to the assessment of performance improvements resulting from development activities</li> </ul>

WM6. Investigate and report on events to inform future practices	<ul style="list-style-type: none"> <li>• Gather information to support the investigation of an event</li> <li>• Reporting the findings and conclusions of an investigation.</li> </ul>
WM7. Lead and support people to resolve operational incidents	<ul style="list-style-type: none"> <li>• Planning action to meet the needs of the incident</li> <li>• Implementing action to meet planned objectives</li> <li>• Closing down the operational phase of an incident</li> <li>• Debrief people following incidents</li> </ul>
WM9. Support the efficient use of resources	<ul style="list-style-type: none"> <li>• Make recommendations for the use of resources</li> <li>• Contribute to the control of resources</li> </ul>
WM10. Acquire, store and issue resources to provide service	<ul style="list-style-type: none"> <li>• Monitoring and acquiring resources to meet service needs</li> <li>• Monitoring the storage of physical resources</li> <li>• Controlling the issuing of resources to support service delivery</li> </ul>
WM11. Respond to poor performance in your team	<ul style="list-style-type: none"> <li>• Provide constructive support to team members who are experiencing difficulties that affects their performance</li> </ul>
	<ul style="list-style-type: none"> <li>• Contribute to the implementation of disciplinary and grievance procedures</li> </ul>
A1. Assess candidate performance	<ul style="list-style-type: none"> <li>• Develop plans for assessing competence with candidates</li> <li>• Judge evidence against criteria to make assessment decisions</li> <li>• Provide feedback and support to candidates on assessment decisions</li> <li>• Contribute to the internal quality assurance process</li> </ul>

### **Key Responsibilities and Deliverables:**

Provide managerial and operational support to on-call stations to increase appliance availability by evaluating and maximising opportunities to improve appliance availability aligned with achieving positive development opportunities for on-call staff.

### **Learning Support, Assessment and Assurance:**

Progress DAPS activity and assessment among on call learners

Facilitate inductions for new learners

Assist L&D with delivering aspects of the OCTP

Assist L&D in delivering and assessing areas of initial training input

Provide high quality support, guidance and workplace assessment to learners, undertaking pathways, programmes and qualifications.

Undertake assessment and teaching activity aligned to organisational policy and procedures and within timeframes.

Provide support and guidance to assessors and internal quality assurers as appropriate.

Monitor learner progress and achievement, working with staff, line managers / assessors to resolve issues.

Support scheduling and delivery of internal quality assurance and assessor standardisation meetings.

Ensure timely inductions, registration, completion, certification and reporting for pathways, programmes and qualifications as appropriate.

Develop working relationships with L&D and other key stakeholders within the wider service environment.

Support the Learning and Development department in the delivery and assessment of core skills training activity for on-call staff

Provide support for individuals and line managers to maintain operational skills and knowledge through the planning and delivery of appropriate training and exercise.

### **Governance, Reporting and Record-Keeping:**

Ensure the maintenance of accurate and reliable data held within both manual and electronic HR information systems, entering information as appropriate in accordance with the Data Protection Act and act at all times in line with the principles of the Data

### **Protection Act (GDPR).**

Maintain and provide accurate records, compliant with service policies and procedures and awarding body requirements. Produce reports and provide information as required.

### **Leadership and Management**

Attend and report into relevant working groups and meetings. Including but not limited to, the Development Assurance team, Workforce planning meeting and On-Call working group.

Provide visible and authentic leadership to on-call staff, contributing to on-call crewing at all reasonable opportunities. Predominantly working out of on-call stations, with some

flexibility available, subject to agreement with line manager. All on-call stations to be attended on a regular basis.

Role model behaviours detailed within the Behavioural Competency Framework, to support engagement with the learning culture of RBFRS.

## **Continual Professional Development:**

To participate in the development of Continuous Professional Development opportunities (e.g. assessment and assurance) and support delivery of standardisation training for staff via face-to-face inputs and e-learning including platforms such as SMART Assessor, in-house courses and 1:1s as appropriate.

Support organisational CPD events as required, including reviewing ways of maintaining own CPD utilising ICT/LMS systems. Continuously maintain and develop personal knowledge, understanding and skills to support effective delivery of the role Operational:

Respond to incidents at Initial Incident Command (Level 1) as required.

Undertake maintenance of knowledge and skills, ensuring safety to operate and in qualification at Level 1.

Proactively manage own working hours, workloads and work location to ensure on-call crewing is optimised through the crewing of on-call appliances as an ICSL1, driver or BA 1 asset where practical.

## **Person Specification**

<b>Qualifications and training</b>	On recruitment	After Training
Competent Crew Manager	X	
Competent in Incident Command Level 1 with demonstrable ongoing evidence/CPD	X	
Health and Safety qualification (e.g. IOSH Leading Safely)	X	
Teaching training (CM Dap course)	X	
AET qualification or equivalent suitable training	X	
Assessor training / qualification (e.g. CAVA qualification or equivalent suitable training)	X	
Watch Manager Development and Assessment Pathway as applicable		X
Light Drivers qualification	X	

<b>Knowledge, skills and experience</b>	On recruitment	After Training
Knowledge and understanding of National Occupational Standards, Professional Standards, National Occupational Guidance and Awarding Bodies	X	
Knowledge of the fundamental principles of learning and development	x	

e.g. design, assessment, assurance and evaluation. Passionate about development of self and others.		
Able to work appropriately on your own or as part of a team to meet work deadlines under tight time constraints	X	
Open to change	X	
Able to make appropriate decisions and create practical solutions	X	
Ability to keep and maintain accurate records meeting audit requirements	X	
Able to communicate effectively and influence others positively to facilitate action and change and to impart learning using a variety of methods and platforms.	X	
Able to use IT effectively and to adapt to learn and manage new systems.	X	
Knowledge and understanding of equality, diversity and inclusion, able to role model behaviours and integrate considerations around EDI in all elements of work as appropriate.	X	
Knowledge and understanding of the on-call model and the challenges faced for RBFRS on-call attraction, recruitment and retention	X	
Able to develop productive working relationships across a variety of departments and stakeholders.	X	

### Other Requirements

Proactively manage own working hours to ensure a 9 day fortnight is maintained to include a minimum of two evening offerings per week (up until 21:00hrs).

Participate in L&D and On Call activity as required on Monday evenings up until 21:00hrs. Where Monday evening is worked this would count towards the two expected evening offerings. There may be occasions where working Monday evenings is not the most productive use of time. If not working Monday evenings, this requires prior agreement from line manager.

Provide working hours, on occasion, at weekends to help facilitate on-call initial training events (RTC initial courses for example). It is the expectation of the job profile, that weekend requirements would be occasional and not expected to exceed one weekend in 8. Any weekend requirements would be planned in advance in consultation with the post holder.

Able to satisfy the medical and fitness requirements of the role.

Ability to travel to other locations within the county of Berkshire.

Flexible approach to working hours and attendance and ability to attend on call events out of hours.

### RBFRS Behaviours

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading Others**

### Leading Yourself (Behaviours for Everyone)

<b>Safe</b>	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
<b>Supportive</b>	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
<b>Inclusive</b>	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.

### Leading Others (Behaviours for those who Manage/Influence Others)

<b>Safe</b>	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
<b>Supportive</b>	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
<b>Inclusive</b>	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.

### Leading the Service (Behaviours for those in Senior Management Positions)

<b>Safe</b>	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
<b>Supportive</b>	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
<b>Inclusive</b>	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-to-day, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

<b>Profile prepared by:</b>	Group Manager – Hub Manager West Hub		
<b>Approved by:</b>	AM Response and Resilience		
<b>Profile Effective from:</b>	09.08.2024	<b>Last reviewed:</b>	18.12.2025
<b>Post holder name:</b>		<b>Signature:</b>	
		<b>Date:</b>	