

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

Job Title	On-Call Watch Manager		
Post Reference	Multiple	Temporary/Permanent	Permanent
Role	On – call (RDS / Retained Duty System) Watch Manager	Hours	As agreed under Retained Duty System Contract – FB 3 a/b
Reports to	Station Manager On-call		
Line Management Responsibilities (Direct and Indirect)	Crew Manager(s) (RDS), Firefighters (RDS)		
Directorate/ Department	Service Delivery - Response		
Location	Hungerford and Lambourn		
Politically Restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Level of DBS Check Required	<input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
Safeguarding Level Required	<input type="checkbox"/> Level 1 <input checked="" type="checkbox"/> Level 2		
Main Purpose of the Job: Contribute to the protection of people & making communities safer by: <ul style="list-style-type: none"> • Management & leadership of operational staff and their activities to ensure effective service delivery to the public • Supervising & delivering effective community safety programmes • Providing leadership & support at operational incidents as a Level 1 Commander • To contribute to the overall management & forward planning of the Directorate • Reside / work within the prescribed distance or travel time from the designated Fire Station and be available and able to attend within the contracted cover period, on an ongoing basis to ensure a prompt response to emergency incidents. 			

Actively comply with the services Dignity & Respect policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment

Organisational Structure

Group Manager Response and Assurance Manager / Station Manager
West Hub

Watch Manager

Crew Manager

Firefighter

Role Map Duties and Responsibilities:

WM1. Lead the work of teams and individuals to achieve their objectives	<ul style="list-style-type: none"> Planning the work of teams & individuals Assess the work of teams & individuals Providing feedback to teams & individuals on their
WM2. Maintain activities to meet requirements	<ul style="list-style-type: none"> Manage work activities to meet requirements Maintaining healthy, safe & productive working conditions Make recommendations for improvement to working practices & activities
WM3. Manage information for action	<ul style="list-style-type: none"> Gather required information Informing & advising others Holding & facilitating meetings
WM4. Take responsibility for	<ul style="list-style-type: none"> Take responsibility for personal performance

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effective performance	<ul style="list-style-type: none"> Continually improve your performance through self-assessment and action to address your development needs. Establish and maintain effective working relationships with people Developing your skills to improve performance
WM5. Support the development of teams and individuals	<ul style="list-style-type: none"> Contribute to the identification of development needs for individual / watch needs Prepare effective plans to meet identified performance gaps for individuals and teams Take part in the development of individuals and your watch as a whole Contribute to the assessment of performance improvements resulting from development activities
WM6. Investigate and report on events to inform future practices	<ul style="list-style-type: none"> Gather information to support the investigation of an event Reporting the findings & conclusions of an investigation.
WM7. Lead and support people to resolve operational incidents	<ul style="list-style-type: none"> Planning action to meet the needs of the incident Implementing action to meet planned objectives Closing down the operational phase of an incident Debrief people following incidents
WM9. Support the efficient use of resources	<ul style="list-style-type: none"> Make recommendations for the use of resources Contribute to the control of resources
WM10. Acquire, store and issue resources to provide service	<ul style="list-style-type: none"> Monitoring & acquiring resources to meet service needs Monitoring the storage of physical resources Controlling the issuing of resources to support service delivery
WM11. Respond to poor performance in your team	<ul style="list-style-type: none"> Provide constructive support to team members who are experiencing difficulties that affects their performance
A1. Assess candidate performance	<ul style="list-style-type: none"> Develop plans for assessing competence with candidates Judge evidence against criteria to make assessment decisions Provide feedback and support to candidates on assessment decisions Contribute to the internal quality assurance process

Key responsibilities and Deliverables

- To provide operational cover at Level 1 within RBFRS's Incident Command System
- Be responsible for the effective management of the Firefighters & Crew Managers on their station. Develop & manage them accordingly to improve effectiveness, efficiency & reduce the overall risk to the community.
- Be responsible for the efficient delivery of all operational services in relation to response functions & delivery of agreed Prevention and Protection strategies

Management Administration

- Ensure the delivery of appropriate levels of service through the implementation and interpretation of policies & procedures
- Complete all applicable IRS reports to a high standard and within the agreed timescales
- Assist with the completion of any allocated Home Fire Safety Checks and other Community Safety activities as required to support the organisational aims and objectives in making Berkshire Safer
- Ensure the planning & completion of allocated SSRI visits
- Ensure that all personnel on their station are compliant with their FB 3a/b agreement and take the appropriate action if there are any shortfalls.

Personal Management

- Provide effective line management and promote, implement and comply with all service policies, procedures, practices & principles
- Ensure that all personnel on their station have a quality personal development interview annually and an agreed documented record is maintained (FB 46c).
- To continually coaching, mentoring and developing staff in line with their personal development interviews and associated development plans to ensure that they are equipped with the necessary skills, knowledge and experience to fulfil their roles.
- Attend RDS Watch Manager meetings as required by the Area Manager Response.

Communications

- To establish and maintain effective communications between individuals, stations, departments and external stakeholders.
- To contribute effectively to RBFRS communications & information strategies.

Training

- To carry out planning, recording and conducting of station based training activities in accordance with established procedures to ensure that all of the personnel on their watch maintain the required levels of competence & confidence.
- Undertake any training activities as directed by the Learning & Development Department
- To ensure that a robust training methodology is adopted & implemented on their station and recorded accurately on Firewatch
- To ensure that a robust training methodology is adopted & implemented for any special appliances that are allocated to their station

Assessments

- To undertake A1 Assessments on allocated candidates as required and ensure there is robust communication with their Station Manager and nominated internal verifier
- Under any continuous professional development required to maintain their A1 Assessment qualification and skills.

Human Resources

- Participate in disciplinary investigations and hearings at the appropriate level.
- To make recommendations with regards to temporary promotions when appropriate.
- The post holder will be required to successfully complete training & development programmes and successfully achieve any qualifications in order to meet the Fire & Rescue Service national Role Map and duties of their post.

Person Specification

Qualifications and training	On recruitment	After Training
Competent Crew Manager	X	
Competent in L1 Incident Command	X	
CAVA qualification or equivalent suitable assessor training to required standard (must attain within 18 months of appointment)		X
AET qualification or equivalent suitable teaching training to required standard (must attain within 18 months of appointment)	X	
IOSH Managing Safely	X	
WM Development and Assessment Pathway		X

Knowledge, skills and experience	On recruitment	After Training
Open to change	X	
Committed to Diversity and Integrity	X	
Confident and resilient	X	
Able to work with others	X	
Effective communication skills	X	
Committed to development of self and others	X	
Able to make appropriate decisions and create practical solutions	X	
Able to maintain awareness of the environment	X	
Committed to excellence	X	
Able to create and implement effective plans	X	

Other Requirements

Ability to travel to other locations within the county of Berkshire
 Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.
 Able to satisfy the medical and fitness requirements to the role, including minimum standards of eyesight, colour vision and hearing
 Able to work at height and in confined spaces
 Committed to providing a service to the community

RFRS 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)

Safe	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.
Supportive	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.
Inclusive	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)

Safe	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.
Supportive	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.
Inclusive	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)

Safe	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.
Supportive	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.
Inclusive	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

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we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

Profile prepared by:	Updated by R&D		
Approved by:	ACFO / Director of Service Delivery		
Profile Effective from:	June 2022	Last reviewed:	May 2025
Post holder name:		Signature:	