

# Watch Manager Service Delivery

## One pager



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE



OPERATING  
CYCLE

1 Nov 2021 – 31 Mar 2025



CORE SERVICE  
DELIVERY

To assist in the efficient management of the Station to ensure that appliances, equipment and personnel attached to a Station are effective, competent to meet all normal emergency situations and align to Core Values.



INTENT

To maintain operational effectiveness  
To support the strategic direction of the service  
To actively support community and business safety strategies  
To provide opportunities to develop staff that enable them to achieve their potential



PLAN

SD WM will lead by example, challenge unacceptable behaviour and cultivate an inclusive culture where everyone is valued  
Employ leadership styles that motivate and encourage staff to contribute effectively to safely resolving incidents and contribute to community and business safety strategies.  
Ensure all staff are competent to carry out their duties.



MAIN EFFORT

Respect for all, guiding others, leading by example and including everyone. Working as a team we prioritise our work considering risk, resource and our current four strategic priorities, as detailed in the service delivery strategy 2021-2023.



TASKS

To attend and take command of incidents commensurate with the role, in accordance with Service Policy

To monitor, review and assess the operational preparedness of the Station under the direction of the line manager.

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Support the Service in the development of relationships in the community and with other organisations, to improve service delivery and enhance Service profile.

Ensure that Service policy, procedures, guidance and processes are communicated, implemented and complied with.

Actively promote the Service's core values and policies on health, safety and equality and diversity and ensure they are fully implemented and embedded.

Acquire/maintain all qualifications and certificates as required by Service policy  
To provide mentoring, support and guidance through the PPD process and ensure that all staff receive appropriate training and development to enable them to carry out their roles effectively and efficiently

Maintain and monitor attendance, leave and sickness records

To assist with the management of Station based community safety campaigns and initiatives to support Group and Local Community plan activities.

To manage matters of welfare, discipline, probation, fitness and other related Human Resource matters  
Carry out investigations on safety events as directed by line manager.

Provides information and technical advice to support level 2 and level 3 investigations on request of accident investigators.

Submit reports to Health & Safety, line manager and other investigating officers on investigation findings and conclusions.