

Person Specification

Post Title:	Watch Manager		
Directorate:	Service Delivery		
Location:	The post-holder may, as part of individual and organisational development/needs, be moved to a role/location within Leicestershire Fire & Rescue Service, if required.		
Grade:	Watch Manager	Date:	April 2026

Leadership Level – Leading Others	
Personal Impact	<ul style="list-style-type: none"> Value, respect and promote equality and diversity. Being a positive presence on others, having personal integrity and an ability to self-manage. Uses leadership to create a positive, open-working environment focusing on ethics and wellbeing.
Outstanding Leadership	<ul style="list-style-type: none"> Building high-performing teams and developing people to their full potential. Communicating with integrity, being open and honest to foster trust and building collaborative working partnership. An ambassador and role model for the fire and rescue service. Uses leadership to create high performance teams
Service Delivery	<ul style="list-style-type: none"> Delivery of high quality services now and into the future. Employing intelligent problem solving with an outcome focussed approach, continuous improvement and value for money to our customers. Uses leadership to produce outcome-focussed results which meet customer needs.
Organisational Effectiveness	<ul style="list-style-type: none"> Ensuring everything they do is linked to organisational plans and values. Driving the mission and ensuring decisions and actions are beneficial to the customer. Uses leadership to continuously improve, innovate and change.
Role Specific – Crew Manager Role Map	
Lead the work of teams and individuals to achieve their objectives (WM1)	<ul style="list-style-type: none"> Planning the work of teams and individuals. Assessing the work of teams and individuals. Providing feedback to teams and individuals on their work
Maintaining activities to meet requirements (WM2)	<ul style="list-style-type: none"> Maintaining work activities to meet requirements. Maintaining healthy, safe and productive working conditions. Making recommendations for improvements to work activities.
Manage information for action (WM3)	<ul style="list-style-type: none"> Gather required information. Inform and advise others. Hold meetings
Taking responsibility for effective performance (WM4)	<ul style="list-style-type: none"> Taking responsibility for personal performance. Establishing and maintaining effective working relationships with people. Developing your skills to improve performance.
Supporting the development of teams and individuals (WM5)	<ul style="list-style-type: none"> Contributing to the development of development needs. Contributing to planning the development of teams and individuals. Contributing to development activities. Contributing to the assessment of people against development objectives.

Investigating and reporting on events to inform future practice (WM6)	<ul style="list-style-type: none"> • Gathering information to support the investigation of an event. • Reporting the findings and conclusions of an investigation.
Leading and supporting people to resolve operational incidents (WM7)	<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 incidents.
Lead and support control operations to resolve events (WM8)	<ul style="list-style-type: none"> • Plan action to meet the needs of events. • Implement action to meet planned objectives. • Debrief people following events
Support the efficient use of resources (WM9)	<ul style="list-style-type: none"> • Make recommendations for the use of resources. • Contribute to the control of resources
Acquire, store and issue resources to provide service delivery (WM10)	<ul style="list-style-type: none"> • Monitor and acquire resources to meet service demands. • Monitor the storage of physical resources. • Control the issue of resources to support service delivery
Respond to poor performance in your team (WM11)	<ul style="list-style-type: none"> • Help team members who have problems affecting their performance • Contribute to implementing disciplinary and grievance procedures
Qualifications and Training	<ul style="list-style-type: none"> • Level 1 Incident Command (Essential) • Successful completion of the Supervisory Leadership Development Programme (SLDP) or an accredited Level 3 Leadership & Management qualification (Essential), such as: <ul style="list-style-type: none"> ○ Level 3 Certificate in Leadership and Management (ILM/CMI) ○ Level 3 NVQ in Leadership and Management ○ Level 3 Leadership and Management Apprenticeship (Team Leader)
Other	<ul style="list-style-type: none"> • The ability to converse at ease with members of the public and provide advice in accurate spoken English. • Possess a valid UK, EU or EEA driving license. • Must be willing to undertake a relevant criminal record check.