



## **THE ROLE**

### **Control Crew Manager**

<b>Department:</b>	<b>Control</b>
<b>Role Code:</b>	<b>CO04</b>
<b>Grade/Role:</b>	<b>Control Crew Manager</b>
<b>Responsible to:</b>	<b>Watch Manager Control</b>
<b>Responsible for:</b>	<b>No line management responsibility</b>
<b>Date Revised:</b>	<b>January 2019</b>

#### **Job Purpose:**

To protect and save life, property and the environment by working as part of a team to receive emergency calls from members of the public and other agencies, determine the action required to meet the emergency and mobilise resources accordingly.

#### **Main Duties and Responsibilities:**

1. To be competent in all duties of a Fire Control Operator.
2. To co-ordinate the timely and accurate recording of information relating to availability and location of Officers and appliances at all times.
3. To manage Control e-mail accounts ensuring that communications are actioned appropriately where necessary.
4. To be part of the Watch Management Team and provide support for Control Room activities in the absence of the Control Watch Manager.
5. To co-ordinate database reconfiguration work, including Road Network Layer data, ensuring that the Mobilising System information bases are kept up-to-date and that accurate records for the purpose of auditing and quality assurance testing are maintained.
6. To prepare and deliver on-watch training. To assess Fire Control Operator's development and/or maintenance of competence in-line with the National Role Maps.
7. To support the Shared Services Agreement with Bedfordshire Fire and Rescue Service. This will include carrying out the Control function, at the appropriate level commensurate to their role, in full and various levels of joint working between Essex and Bedfordshire FRS when required.

## Role Profile

8. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
9. Any other duties commensurate with the responsibilities and grading of the post.