

Regional Control Centre Job Description and Person Specification

Section 1			
Role Title:	Operations Manager	Reporting To:	Senior Operations Manager
Location:	RCC	Role/Grade:	
Overall Purpose of Role:		To ensure the effective and efficient management of the Regional Control Centre Control Room. To contribute to the effective running of the FiReControl network in order to meet Performance Standards and Service Level Agreements.	
Section 2			
Key Responsibilities:			
<ol style="list-style-type: none"> 1. Lead monitor and support people to resolve operational incidents through effective implementation of organisational strategies. 2. Has responsibility for the assessment and delivery of RCC Control Room performance against the agreed service level and quality standards. 3. Assists the Senior Operations Manager in the development of plans to deal effectively with operational and fallback planning, and major incidents management 4. Implement and manage change effectively. 5. Develops escalation and contingency plans at regional and national level; communicates and monitors the implementation of plans at the RCC. 6. Liaises with FRAs, other emergency services, local authorities and other external bodies to resolve day-to-day issues with working procedures, incidents and resources management. 7. Manage staff effectively and according to organisational policies and legislation, especially equality, diversity, fairness & dignity in the workplace, Health and Safety and performance management requirements. 8. Actively manages self development and the coaching, mentoring and development of line reports and colleagues. 9. Contributes to promoting a culture of excellence and continuous improvement at all times. 10. Contributes to the development of the national and regional training plan, in conjunction with staff training needs 11. Manages resources effectively in order to ensure the RCC meets service standards, making and justifying requests for additional resource as appropriate. 12. Ensures effective resource cover is maintained within the RCC network. 13. Manage yourself and teams to achieve work objectives. 14. Assist the Senior Operations Manager in the development, improvement and implementation of quality assurance systems. 15. Perform the role in all operational conditions e.g. Business as usual, Spate and in the implementation of business continuity arrangements 			

16. Comply with and actively manage all RCC policy, guiding frameworks and legal requirements.
17. Deputises for SOM as required.
18. Any other duties commensurate with the responsibilities of the role

Key Decisions made by this Role

1. Management of the RCC Control Room and staff under all operating conditions to maintain strategic and operational activity.
2. Determine when to escalate issues to the SOM/ RCCD

Section 3

RCC Vision

RCC Values

Corporate Objectives

Section 4

Person Specification

1. Experience of management and supervision within a demanding, highly challenging control centre environment, consistently projecting and promoting a confident, controlled and focused attitude at all times
2. Evidence of having proactively embraced change and contributed to change management activities to meet changing business requirements and the motivational needs of staff.
3. Evidence of leadership skills, showing an ability to improve the team and organisational effectiveness, engendering a culture of continuous improvement.
4. Experience of using analytical skills, to identify solutions and implement effective and timely operational decisions under pressure.
5. Proven ability to work and communicate effectively with internal and external stakeholders using a style appropriate to the situation.
6. An understanding of the principles of effective performance management techniques, and evidence of having implemented them.
7. Champions equality and diversity and can demonstrate experience of embedding a fair and ethical approach to others.
8. Evidence of managing and maintaining an active awareness of the environment to promote safe and effective working

**Operations Manager
National Occupational Standards**

National Occupational Standards	NOS	Trg Modules (To Follow)
Lead Monitor and support people to resolve operational incidents	EFSM2	
Determine solutions to hazards and risks identified through inspection and investigation	EFSM3	
Plan organisational strategy to meet agreed aims and objectives	EFSM4	
Plan implementation of organisational strategy to meet objectives	EFSM5	
Implement organisational strategy	EFSM6	
Implement and manage change in organisational activities	EFSM9	
Plan and implement activities to meet service delivery needs	EFSM10	
Manage the effective use of resources	EFSM12	
Select personnel for employment	EFSM13	
Manage the performance of teams and individuals to achieve objectives	EFSM14	
Develop teams and individuals to enhance workbased performance	EFSM15	
Manage yourself to achieve work objectives	EFSM16	
Recommend improvements to quality assurance systems	EFSM18.3	
Provide information to support decision making	EFSM21	
Exchange information to ensure effective service delivery.	New	