

Regional Control Centre Job Description and Person Specification

Section 1			
Role Title:	Resource Leader	Reporting To:	Operations Manager
Location:	RCC	Role/Grade:	
Overall Purpose of Role:		To assist the Operations Manager and Team Leader with all aspects of resource planning to ensure sufficient resources are available to achieve Service Level Standards.	
Section 2			
Key Responsibilities:			
<ol style="list-style-type: none"> 1. Lead and support control operations to ensure efficient and effective resource management both within RCCs and FRSs, in line with defined service level agreements. 2. Use, maintain and manage the reliability and readiness of relevant control and operations equipment. 3. Evaluates and actions requests for the use of resources outside the region in line with RCC/FRS procedures. 4. Assists the Operations Manager with all aspects of resource planning. 5. Contributes to the recruitment and induction of new RCC staff. 6. Performs the role in all operational conditions e.g. Business as usual, Spate and in the implementation of the business continuity arrangements. 7. Complies with all RCC policy, guiding frameworks and legal requirements especially equality diversity, fairness and dignity in the workplace and Health and Safety and performance management requirements. 8. Contributes to promoting a culture of excellence and continuous improvement at all times. 9. Liaises with other RCCs to ensure effective resource cover within the network. 10. Liaises with FRSs to ensure effective resource cover across the Region. 11. Actively contributes to self development and the coaching, mentoring and development of line reports and colleagues. 12. Investigate and report on events to inform future practice. 13. Works with the Fire and Rescue Service to support the needs of the community. 14. Deputises for the Operations Manager as required. 15. Any other duties commensurate with the responsibilities of the role 			
Key Decisions made by this Role			
<ol style="list-style-type: none"> 1. Necessary actions to ensure sufficient Control Room staffing 2. Necessary actions to ensure regional resource coverage 3. Determines the escalation of an issue depending on levels of activities/ 			

circumstances

Section 3

RCC Vision

RCC Values

Corporate Objectives

Section 4

Person Specification

1. Experience of resource management and logistics, within a demanding highly challenging control centre environment, maintaining 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 skill, 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.
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 technique, and evidence of having implemented them.
7. Demonstrates a good understanding of equality and diversity and 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
9. An understanding of the principles of effective performance management techniques and evidence of it's application to achieve excellence

**Resource Leader
National Occupational Standards**

Section 3		
National Occupational Standards	NOS	Trg Modules (To Follow)
Lead and support control operations to resolve events	WM8	
Support the efficient use of resources	WM9	
Specialist or bespoke software	CO7	
Acquire, store and issue resources to provide service delivery	WM10	
Maintain activities to meet requirements	WM2	
Manage Information for action	WM3	
Take responsibility for effective performance	WM4	
Support the development of teams and individuals	WM5	
Investigate and report on events to inform future practice	WM6	
Respond to poor performance in your team	WM11	
Manage and maintain RCC Resources to meet operational requirements	New	