

Regional Control Centre Job Description and Person Specification

Section 1			
Role Title:	Team Leader	Reporting To:	Resource Leader
Location:	RCC	Role/Grade:	
Overall Purpose of Role:		Ensures effective and efficient call and incident handling through management of the Control Room Operator (CRO) team(s).	
Section 2			
Key Responsibilities:			
<ol style="list-style-type: none"> 1. Oversees emergency call handling and incident management activities of Control Room teams and provides guidance to Control Room Operators to ensure the service level standards are achieved at all times 2. Uses and maintains the reliability and readiness of relevant control and operations equipment 3. Works closely within the supervisory structure to ensure effective co-ordination of activities 4. Ensures the management of all information including the monitoring of system generated alerts ensuring appropriate actions are taken 5. Actively manages directly reporting staff promoting a culture of excellence at all times 6. Contributes to promoting a culture of excellence and continuous improvement at all times. 7. Performs the role in all operational conditions e.g. Business as usual, Spate and in the implementation of the business continuity arrangements. 8. Complies with all RCC policy, guiding frameworks and legal requirements especially equality, diversity, fairness & dignity in the workplace, Health and Safety and performance management requirements 9. Contributes to implementing Service Level Agreements to ensure service delivery. 10. Contributes to the recruitment and induction of new RCC staff. 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. Deputise for Resource Leader 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. Actively manage the team to ensure call handling and incident management is conducted to the agreed performance standards 			

2. Determines the escalation of an issue, depending on the levels of activities/ circumstances

Section 3

RCC Vision

RCC Values

Corporate Objectives

Section 4

Person Specification

1. Experience of supervision and leadership within a demanding, highly challenging control centre environment, maintaining a confident, controlled and focused attitude at all times
2. Knowledge of an appropriate mobilising system and experience of emergency call handling procedures.
3. Evidence of having proactively embraced change and contributed to change management activities to meet changing business requirements and the motivational needs of staff.
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 techniques and evidence of it's application to achieve excellence
7. Demonstrates an understanding of equality and diversity and experience of embedding a fair and ethical approach to others.
8. Evidence of commitment to achieve continuous personal and team performance through the development of self and others
9. Evidence of managing and maintaining an active awareness of the environment to promote safe and effective working

**Team Leader
National Occupational Standards**

National Occupational Standards	NOS	Trg Modules (To Follow)
Lead the work of teams and individuals to achieve their objectives	WM1	
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	
Maintain the reliability and readiness of FRS Control and Operations Equipment	CO5	
Specialist or bespoke software	CO7	