

# Hertfordshire County Council Job Outline



**JOB TITLE:** Watch Commander  
**REPORTS TO:** Station Commander  
**DEPARTMENT:** Community Protection

## Purpose of the Job

Take charge of the watch when attending incidents. Watch Managers are the Incident Commander (IC) who takes full control during small incidents.

## Main Areas of Responsibility

<b>Lead the work of teams and individuals to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• Plan the work of teams and individuals</li> <li>• Assess the work of teams and individuals and provide feedback</li> <li>• Contribute to the work of teams and individuals</li> </ul>
<b>Maintain activities to meet requirements</b>	<ul style="list-style-type: none"> <li>• Maintain healthy, safe and productive working conditions</li> <li>• Make recommendations for improvements to work activities</li> </ul>
<b>Manage information for action</b>	<ul style="list-style-type: none"> <li>• Gather required information</li> <li>• Inform and advise others</li> <li>• Hold meetings</li> </ul>
<b>Investigate and report on events to inform future practice</b>	<ul style="list-style-type: none"> <li>• Gather information to support the investigation of an event</li> <li>• Report the findings and conclusions of an investigation</li> </ul>
<b>Lead and support people to resolve operational incidents</b>	<ul style="list-style-type: none"> <li>• Plan action to meet the needs of the incident</li> <li>• Implement action to meet planned objectives</li> <li>• Close down the operational phase of incidents</li> <li>• Debrief people following incidents</li> </ul>
<b>Support the efficient use of resources</b>	<ul style="list-style-type: none"> <li>• Make recommendations for use of resources</li> <li>• Contribute to the control of resources</li> </ul>
<b>Acquire, store and issue resources to provide service delivery</b>	<ul style="list-style-type: none"> <li>• Monitor and acquire resources to meet service demands</li> <li>• Monitor the storage of physical resources</li> <li>• Control the issue of physical resources to meet service delivery</li> </ul>

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.