



# JOIN US

## WATCH MANAGER B (WDS) APPLICANT INFORMATION PACK



Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service

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**RAISING AWARENESS - REDUCING RISK**

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# WHO WE ARE

## **“TO MAKE SOUTH WALES SAFER, BY REDUCING RISK”**

We are South Wales Fire and Rescue Service and our vision, mission and values are what drives and motivates our people to make South Wales safer, by reducing risk. We aim to protect and serve all across the 10 Unitary Authorities that make up our diverse area, working in partnership with our colleagues in other frontline services.

We employ around 1700 people across South Wales in a mix of Operational and Corporate roles, with most of our corporate staff being based at our headquarters in Llantrisant.

The frontline services provided by South Wales Fire and Rescue Service Operational Staff are supported by a number of teams, which fulfil administrative and technical roles. Operational and Corporate Staff work closely together to provide a high level of service for the communities of South Wales.

Diversity, Inclusion, Cohesion and Equity are a priority for South Wales Fire and Rescue Service and we have a commitment to endeavour to reflect the communities that we serve.

# ROLE PROFILE

**Please apply by: Midday 31<sup>st</sup> March 2025**

A vacancy has arisen for a Permanent role of Watch Manager (B), based at Station 51, Cardiff Central. This is an exciting opportunity for individuals to gain additional experience at Watch Manager level in the role of WMB that would support their career progression within South Wales Fire and Rescue Service.

Expressions of Interest are invited from:

- **Substantive and Competent WDS Watch Managers**

**Please note:-** The Watch Manager B pay uplift is attached to WMB roles at Cardiff Central for the duration that individuals holds these posts. Individuals who move from a Watch Manager B position at Central Fire Station (e.g. following a transfer) to another Watch Manager position within the Service, they will revert to Watch Manager A status and pay scale.

**The closing date for receipt of completed forms is midday 31/03/2025.**

**Interviews for these posts will be held the week commencing 21/04/2025.**

- **Contract:** WDS
- **Grade:** Watch Manager B (WDS)
- **Salary:** £46,707
- **Hours of Work:** WDS shift pattern
- **Directorate:** Operations
- **Job Ref:**
- **Location:** Station 51 Cardiff Central

# **JOB DESCRIPTION**

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

**Responsible to:** Station Manager

**Responsible for:** Delivery of Operational objectives

## **DUTIES AND RESPONSIBILITIES**

- Liaise with their Station Commander to identify suitable activities and projects for personnel under their command. Organise and supervise the work of personnel as directed and support their training and development needs as appropriate. Take responsibility for station-based community safety activities in relation to the station plan.
- Maintain own work activity and other activities to meet requirements of the Operations Department. Contribute to healthy, safe and productive working conditions. Make recommendations for improvements to work activities. Carry out planned inspections and investigations as directed. Implement inspections and investigations and respond to the findings.
- Gather required information. Manage information for action. Inform and advise others. Specifically, performance management information relating to operational stations and where required to collate, analyse and report on findings.
- Investigate and report on events to inform future practice. Gather information to support the investigation of an event. Support the audit and inspection of Stations. Implement the findings and conclusions of any investigation, audit or inspection.
- Lead and support people to resolve operational incidents. Plan action to meet the needs of the incident. Implement action to meet planned objectives. Close the operational phase of the incident. Debrief people following events.
- Contribute to the identification of development needs of station personnel. Contribute to planning the development of teams and individuals. Contribute to development activities. Contribute to the assessment of people against development objectives

- To attend in-house and external training courses as required.
- To utilise information technology as fully as possible within the constraints of the job, which shall include co-operating fully with any scheme or pilot scheme using the same, that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To undertake in addition to the above duties and responsibilities such additional duties which may result from time to time due to changing circumstances, but which will not change the general character or level of responsibility accorded to the post.
- To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.

**In addition to the duties and responsibilities outlined above, the post holder will be required to:**

1. Undertake any other duties commensurate with the grade and post.
2. Attend in-house and external training courses as required.
3. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
4. Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
5. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
6. Adhere to Health & Safety and Wellbeing Legislation and Procedures and take reasonable care for the health and safety of self and others.

# PERSON SPECIFICATION

## ESSENTIAL

- Experience of operational incident management.
- Experience of leading teams and / or individuals as a Watch Manager.
- Experience of implementing incident command.
- A comprehensive understanding of a range of Operational Standard Operational Procedures.
- Ability to embrace and value diversity and demonstrate a fair and ethical approach in all situations.
- Ability to maintain a confident and resilient attitude in highly challenging situations.
- Proactive in supporting change and the ability to adjust approach to meet changing requirements
- Ability to lead, involve and motivate others both within the Fire & Rescue Service and in the Community.
- Ability to communicate effectively both orally and in writing to a range of different audiences.
- Commitment to and ability to develop self, individuals, teams and others to improve organisational effectiveness.
- Ability to understand and apply relevant information to make appropriate decisions and create practical solutions.
- Ability to maintain an active awareness of the environment to promote safe and effective working.
- Ability to create and implement effective team plans in line with organisational objectives.

## DESIRABLE

- Ability to speak Welsh

# THE APPLICATION PROCESS

Candidates should complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 500 words per question (Maximum 2000 Words)

**Question 1:** Please provide an example of when you have been proactive in contributing to change.

**Question 2:** Please detail your experience of operational incident management.

**Question 3:** Please demonstrate how you have been responsible for inclusion and encouraging different points of view.

**Question 4:** Please provide an example of when you have personally supported and coached someone to aid their development.

When answering the above questions, consider using a method such as STAR  
This is a useful way to describe past experiences and to structure an answer by considering the **S**ituation, **T**ask, **A**ction and **R**esult to clearly showcase your accomplishment.





# HOW TO APPLY

## External Applicants

Please log in to our website at: [www.southwales-fire.gov.uk/working-with-us/latest-vacancies](http://www.southwales-fire.gov.uk/working-with-us/latest-vacancies)

Select the role from the 'Current Vacancies' and click on the link for our e-recruit system.

Ensure that all sections of the application form are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

## Internal Applicants

Please log in to People XD/Core and navigate to 'current vacancies' to select the relevant position. Ensure that all sections of the application are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

## All Applicants

If you require this document in an alternative format, such as large print or a white or coloured background, or alternatively require a paper application form, please contact our Recruitment team at [recruitment@southwales-fire.gov.uk](mailto:recruitment@southwales-fire.gov.uk) or call us on 01443 232200 and we will endeavour to help as quickly as possible.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions and interview questions). Arrangements will be confirmed following invitation to interview and may include translation and/or simultaneous translation

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

# ADDITIONAL INFORMATION

## External Recruitment Checks

All external candidates will be subject to the following recruitment checks prior to appointment:

- Enhanced Disclosure and Barring Service (DBS) checks.
- Right to work checks.
- Medical, health and fitness checks.
- No current disciplinary warnings (Operational)
- Driver licence checks.
- Reference checks.
- Some roles may require security clearance level of vetting.

## The NFCC Core Code of Ethics

**PUTTING OUR COMMUNITIES FIRST:** We put the interest of the public, the community and service users first.

**INTEGRITY:** We act with integrity, including being open, honest and consistent in everything we do.

**DIGNITY AND RESPECT:** Making decisions objectively based on evidence, without discrimination or bias.

**LEADERSHIP:** We are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.



**EQUALITY, DIVERSITY & INCLUSION:** We continually recognise and promote the value of EDI both within the SWFRS and the wider communities that we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

**This is the foundation for the values we hold at South Wales Fire and Rescue Service and will help us to create an environment that is welcoming, tolerant and safe, with no place for inappropriate behaviours and actions that threaten, disrespect or intimidate others**

# BENEFITS

**Annual Leave** – A generous annual leave allowance.

**Employee Assistance Programme** – The EAP provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for employees to access whenever they need.

**Vivup** – Award winning employee benefits provider that offers all staff a stack of health and wellbeing benefits and savings across a number of big brands.

Some of the perks on this platform include:

- **Cycle to work scheme**
- **Tusker car scheme**
- **Home and electronics discount**
- **Lifestyle Savings**

**Flexi Time** – Corporate staff are able to work flexi time. With core hours of 10am – 12pm and 2pm – 3pm; you can complete the balance of your hours anytime between 7am and 7pm.

**Learning & Development** – SWFRS recognise that well trained employees are key to success. With a dedicated Training Centre at Cardiff Gate and specialist training teams, there are plenty of opportunities to grow & develop new skills.

**Gym** - Wherever you are based as an employee of South Wales Fire and Rescue Service, access to our gym facilities is available to all, free of charge.

**Health and Fitness Advisors** - Our Health and Fitness Advisors monitor the fitness levels of operational staff. They can also offer health and fitness advice to all employees on request.

**Firefighters' Charity** - Every employee, along with their dependents, can be beneficiaries of the charity. The charity provides health and wellbeing support to the whole Fire Service community.

**Car Parking** – SWFRS does not charge for car parking at any of its sites.

**Mind Blue Light Champions** – As part of our ongoing commitment to health and wellbeing, we support the MIND Blue Light Programme. The programme offers mental health support for emergency services employees.

**Occupational Health** – The Occupational Health Unit aims to maximise the health and wellbeing efficiency of staff and to minimise the risks to which staff are exposed as a result of working practices and the environment.

**Pension** – Support staff are eligible to join the Local Government pension scheme, which is a defined benefit pension scheme. Employee contributions are based on your salary.

**Sports and Social** – Our sports and social section brings together employees from across departments. Photography, skiing, rambling, cycling, football, rugby, surfing and golf are just some of the shared interests.

**Welsh Courses** – South Wales Fire and Rescue Service recognize the importance of the Welsh language in the workplace and offers all employees access to Welsh language courses at a range of levels to suit all needs.

**Disability Confident** – We are proud to be a certified Disability Confident Committed Employer





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South Wales  
**Fire and Rescue Service**

## South Wales Fire and Rescue Service

Recruitment & Retention Team

Fire Service Headquarters

Forest View Business Park

Llantrisant

CF72 8LX

Recruitment Line – 01443 232200

[recruitment@southwales-fire.gov.uk](mailto:recruitment@southwales-fire.gov.uk)



[www.southwales-fire.gov.uk/working-with-us](http://www.southwales-fire.gov.uk/working-with-us)