



## **THE ROLE**

Crew Commander

<b>Department:</b>	<b>Response</b>
<b>Grade/Rank:</b>	<b>Crew Commander</b>
<b>Responsible to:</b>	<b>Watch Commander</b>
<b>Location:</b>	<b>Epsom Fire Station</b>
<b>Responsible for:</b>	<b>Not applicable</b>

### **Job Purpose:**

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To protect and save life, property and the environment by contributing to the protection of people and making communities safer by:

- Assist the Watch Commander in managing people and their activities to ensure effective service delivery.
- Deputise for the Watch commander in their absence or as required.
- Supervising and delivering community safety programmes.
- Managing the maintenance and response of the emergency service.
- Providing leadership and support at incidents.

Working within the community to prevent emergencies occurring, minimise their impact when they do and intervene effectively when required. All of this benefitting the community and making Surrey Safer.

### **Main Duties and Responsibilities:**

- Support Watch Commanders in the management and administration of the watch or team and in the absence of the Watch Commander, as directed, take management of the team.
- Lead and Support people to resolve all types of operational incidents swiftly and safely. This includes planning to meet the needs of the incident, implementing action to meet planned objectives, closing down the operational phase of incidents and debriefing people following incidents. (WM7)
- Provide leadership, management and development to support the watch and other station staff providing clear direction and expectations in order that they are able to perform competently in their roles against their role profiles and in line with the station plan. (WM2, WM5, WM1)
- Manage and develop self and others. Take responsibility for personal performance. Reflect on effectiveness and relationships with your staff to achieve improved performance. Place personal improvement challenges in your own development plan and allow others to contribute. (WM4)
- Establish and maintain effective working relationships with stakeholders to motivate and develop skills to improve performance. (WM4)

- Undertake routine inspections of premises as part of a direct or indirect fire safety legislative requirement. (FF8)
- Work to help educate members of the community in the risks and hazards of fire and other emergencies. FF1
- To carry out station duties as determined by the officer in charge, including 'Take Over Routines' (TOR), regular tests and maintenance/cleaning of equipment on all appliances and individual Personal Protective Equipment (PPE) in order to identify and report defects.
- Maintain all emergency equipment in a state of readiness, including cleanliness, repairing and testing as required to approved standards and procedures to undertake checks on emergency resources provided for fire service use.
- To support station management to deliver different elements of training and work to assist in the familiarisation training of any specialist equipment. FF1
- Positively contribute to a safe work environment; proportionately apply Health and Safety, Risk Management, Business Continuity and Safeguarding policies and procedures. Process personal data fairly and lawfully as identified within the General Data Protection Regulations (GDRP). (WM6)
- To actively support safeguarding principles and the embedding of the Service's Inclusion Strategy.



## **THE PERSON**

Crew Commander

### **Qualifications**

- Competent (or passed the Crew Commander boarding process) in Crew Commander role
- Operationally fit for duty
- ICS Level 1
- IOSH -Supervising Safely
- ILM 3 or equivalent

### **Knowledge and Experience**

- Operational knowledge and experience with the ability to command an incident as Crew Commander
- Ability to interpret SFRS's Community Risk Management Plan (CRMP)
- Ability to work both as a member of a team and under own initiative
- Demonstrate effective communication, presentation and instructional skills
- Be committed to achieving a high-quality service to the community
- Support staff to achieve high personal and professional standards
- Challenge poor behaviour and performance.

### **Skills and Abilities**

- Able to show organisational awareness, in particular the role of the Crew Commander in the context of the wider team and service objectives.
  - Able to establish and maintain effective working relationships with colleagues, the community and other agencies.
  - Able to adopt a customer focused approach to service delivery, treating all service users fairly, equally and consistently
  - Able to be open and flexible in respect of change, and actively participate in devising solutions to problems that may occur from time to time.
  - Effective communication skills that demonstrate professionalism within the Service and towards the public, partner agencies and other service providers.
  - Able to demonstrate a calm, confident and resilient approach to unpredictable, challenging or dangerous situations.
  - Ability to work in an organised way managing priorities and deadlines.
  - Ability to work effectively with technology and able to demonstrate competence with basic software or IT equipment.
  - Ability to work methodically and with attention to detail.
  - A demonstrable commitment to continuous professional development or the attainment of personal goals.
  - A proactive approach to work, and the achievement of a consistently high standard of work.
  - Ability to demonstrate a respect for others and willingness to challenge.
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## **Equal Opportunities**

- Understanding of and commitment to Inclusion & Equality in the workplace.

### **Our Core Code of Ethics :**

Surrey Fire and Rescue Service has adopted the national Core Code of Ethics for Fire and Rescue Services in England. This has been developed in partnership with the National Fire Chiefs Council, Local Government Association, and the Association of Police and Crime Commissioners to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.



#### **Putting our communities first**

We put our communities first. We do this by putting the interest of the public and service users first.

#### **Integrity**

We act with integrity. We show this by being open, honest and consistent in everything we do.

#### **Dignity and respect**

We act with dignity and respect. We show this by making decisions objectively based on evidence, without discrimination or bias.

#### **Leadership**

We are leaders. We show this by being positive role models, always demonstrating flexibility and resilience, we're all accountable for everything we do and challenge behaviour that falls short of the highest standards.

#### **Equality, Diversity and Inclusion (EDI)**

We are ambassadors of equality, diversity and inclusion (EDI). We show this by continually recognising and promoting the value of EDI both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate differences.