

Role Profile

Part A - Grade & Structure Information

Job Family Code	100S	Role Title	SFRS User Experience Senior Technical Consultant
Grade	PS10	Reports to (role title)	Digital and User Experience Manager
JE Band	371-438	Directorate / School	Fire and Rescue
Date Role Profile was created	Jun-26	Service / Department	Logistics
Agile	Information	DBS Requirement	Standard

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	This role provides technical leadership and subject matter expertise for SFRS's critical IT infrastructure, communications, and digital services, ensuring the resilience, availability, and future development of technologies that support emergency mobilisation and business operations, while overseeing complex incident resolution, supplier performance, stakeholder engagement, technology planning, procurement, infrastructure delivery, and the management of User Experience Senior Technicians. Critical to Operational Delivery Maintain and develop the ICT network and communications infrastructure to ensure its availability, integrity and resilience in support of emergency response and business operations. Take responsibility for the most complex incidents and problems affecting IT software, services, infrastructure and operational equipment, ensuring permanent resolutions and minimising disruption to the service. Develop an advanced understanding of the impact technology has on mobilisation, ensuring critical systems supporting emergency response remain available and effective. Forecast future technology requirements and their impact on service delivery, identifying risks and opportunities that could affect operational readiness. Install, design, test, implement and support ICT infrastructure and technical solutions required to maintain operational capability and service continuity. Strategic and Risk Management Act as the IT and Digital subject matter expert on projects involving new technologies, providing clear advice on benefits, risks and business impacts. Provide assurance on building and infrastructure projects, ensuring all technology and operational communications requirements are fully considered and delivered. Work with stakeholders and suppliers to identify future needs and drive digital improvements that support operational effectiveness. Supplier and Resource Management Manage supplier relationships and contract performance, ensuring technology partners meet service expectations and addressing performance issues that may impact operational delivery. Support technology procurement decisions, balancing service requirements, operational risk and budget considerations. Provide line management and resource planning for User Experience Senior Technicians, ensuring sufficient capability and expertise to support critical services.
Work Context	The User Experience Team provides IT and digital support for SFRS. It requires frequent travel across our sites across Surrey and will require collaborative working with colleagues from within SFRS and County and Borough Council. There may be a requirement to work with the NFCC and Home Office and the post holder may be asked to represent the force in working groups and at trade events. The post holder will also be required to work with suppliers and contractors and follow implementation schedules. There is a requirement for the post holder to be part on an on call roster.

Line management responsibility if applicable	Line management of the User Experience Senior Technicians
Budget responsibility if applicable	No
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and Partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Previous experience working in related field. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • Competent in a range of IT tools. • Previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Will require travel across Surrey stations • To maintain and develop an appropriate awareness of professional, technical and legislative changes affecting IT and digital business and that of its customers, sufficient to ensure that the services are provided to a level of excellence. • Demonstrate an appreciation of ICT service management best practice • ITIL qualifications would be advantageous • Excellent knowledge of policies and procedures and legislative requirements relevant to service areas • Advanced practical knowledge of relevant technical and professional areas
Role Summary	Roles at this level typically lead and manage the work of a specialist team or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
Reference Number	BM-2026-244

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