

The Role - Station Commander



Department: Staff Office and Resourcing Team (SORT)
Grade/Rank: Station Commander
Responsible To: Group Commander – Staff Office Resourcing Team
Location: Anywhere in the County

Responsible For:

Workforce planning, operational resourcing, transfer and promotion processes, organisational performance reporting and service improvement activities within SORT.

Job Purpose

To support Surrey Fire and Rescue Service in protecting and serving the communities of Surrey by contributing to the effective planning, management and deployment of workforce resources.

The post holder will support operational resilience through work in workforce planning, attendance management, promotions, transfers and organisational performance activities. They will work collaboratively across departments to ensure resources are utilised effectively, policies are applied consistently and managers are supported to make informed decisions.

The role will contribute to the continuous improvement of workforce planning systems, processes and reporting mechanisms, ensuring that operational decisions are supported by accurate information, effective forecasting and organisational insight.

The role will support the continued development of workforce planning capability through improved use of data, technology and organisational insight.

The post holder will lead and contribute to projects, policy development and organisational improvement initiatives that enhance service delivery, workforce wellbeing and operational resilience.

Main Duties and Responsibilities

Support operational resilience through workforce planning, forecasting, attendance management, promotions, transfers, recruitment and establishment management activities.

Develop and maintain effective relationships with operational managers, Human Resources, Employee Relations, Learning and Development, Payroll and other key stakeholders to support organisational objectives.

Provide professional advice and guidance on workforce policies, procedures and resourcing matters, promoting fairness, consistency, transparency and compliance with the Core Code of Ethics.

Analyse workforce data and performance information to identify trends, risks and opportunities, developing management information, dashboards and reporting tools to support evidence-based decision making.

Lead or contribute to workforce-related projects, organisational change initiatives, policy development and service improvement activities that enhance operational resilience and organisational performance.

Support the management and resolution of workforce issues including attendance, capability, conduct and employee relations matters.

Contribute to the effective use of financial and workforce resources, including establishment management and overtime planning.

Identify opportunities to improve efficiency through technology, automation, artificial intelligence and data-driven solutions.

Coach, mentor and support managers in developing their understanding of workforce management responsibilities and organisational policies.

Maintain awareness of emerging workforce, legislative and organisational developments and contribute to the Service's preparedness for future challenges and opportunities.

Undertake any other reasonable duties commensurate with the rank and responsibilities of the role.

Qualifications

Essential

- Watch Commander currently within SFRS's Station Commander Boarding Pool, or existing SFRS Station Commanders.
- Full UK Driving Licence.
- Incident Command Level 1 (or higher).

Desirable

- Emergency Response Driving Qualification.
- Incident Command Level 2.
- Level 3–5 Management Qualification.

- Coaching/Mentoring Qualification.
- Project Management Qualification or experience.
- Specialist Operational Qualifications. (For example DIM/FSO/WIM)

Knowledge and Experience

Essential

- Experience leading and developing teams.
- Experience working collaboratively with a range of stakeholders.
- Sound understanding of SFRS workforce policies, procedures and operational resourcing arrangements.
- Competent user of Microsoft Office and workplace systems.
- Ability to meet DBS and vetting requirements.
- Not subject to a current capability or disciplinary sanction.

Desirable

- Workforce planning, attendance management or resourcing experience.
- Policy development experience.
- Organisational improvement experience.
- Project or change management experience.
- Data analysis and reporting experience.
- Employee relations experience.
- Experience working across multiple departments or functions.
- Experience or interest in automation, AI or digital innovation.

Skills and Abilities

- Ability to lead by example and positively influence others.
- Ability to build effective relationships and work collaboratively across departments and functions.
- Ability to apply policy consistently while balancing organisational need, fairness and staff wellbeing.
- Ability to hold difficult conversations confidently and professionally.
- Ability to analyse information and identify practical, sustainable solutions.
- Ability to communicate effectively with staff, managers and senior leaders both verbally and in writing.
- Ability to manage competing priorities and deliver outcomes within agreed timescales.
- Ability to identify opportunities for continuous improvement and support organisational change.
- Ability to utilise technology effectively and adapt to new systems and ways of working.

Station Commander – Role – Staff Office Resourcing Team

- Ability to maintain professionalism, resilience and sound judgement when managing sensitive or complex issues.
- Commitment to the Core Code of Ethics, inclusion, fairness and ethical leadership.