Appendix B

THE ROLE

Station Commander / Fire Safety Manager

Department:	**Business Fire Safety / Protection**
Rank:	**Station Commander B**
Responsible to:	**Group Commander Business Fire Safety / Protection**
Location:	**Walton-on-Thames, Farnham and Leatherhead**
Responsible for:	**Fire Safety Inspection Teams**

Job Purpose:

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

To lead and manage the delivery of an effective, risk-based Business Fire Safety service that improves compliance, reduces risk to life and supports firefighter safety. The postholder provides professional leadership, operational management and quality assurance across interactions, audits, consultations, investigations and enforcement activity, ensuring decisions are lawful, proportionate, consistent and evidence based in line with the Regulators' Code and Surrey's Risk Based Intervention Programme. The role translates Service strategy and risk intelligence into deliverable plans, develops staff competence and performance, manages complex or sensitive cases, and represents the Service with businesses, building control bodies, local authorities, partner regulators and other stakeholders.

Main Duties and Responsibilities:

- Provide visible leadership for the Business Fire Safety function, setting clear priorities, standards and expectations aligned with the Business Fire Safety Plan and Community Risk Management Plan.
- Line manage, coach and develop staff; allocate work; monitor workloads; and address performance, conduct, attendance and wellbeing matters in accordance with Service policy.
- Plan, manage and evaluate Surrey's Risk Based Intervention Programme, interactions, engagements and thematic activity across regulated premises.
- Use local and national intelligence, incident learning, complaints, referrals and compliance history to prioritise resources and interventions.
- Monitor delivery against agreed objectives, service standards and performance indicators, taking corrective action where required.
- Ensure urgent or serious life-safety concerns are assessed promptly and escalated through appropriate command, legal and safeguarding routes.
- Oversee the application of the Regulatory Reform (Fire Safety) Order 2005 and associated fire safety legislation within Service policies and the Risk Based Intervention Programme.
- Authorise, review or recommend formal action within delegated authority, ensuring enforcement decisions are necessary, proportionate, consistent, targeted and transparent.
- Provide management oversight for complex investigations, evidence gathering, interviews under caution, enforcement notices, prohibition or restriction action, simple cautions and prosecution files.
- Ensure case records, exhibits, decision logs, correspondence and disclosure material are accurate, complete, secure and capable of withstanding legal scrutiny.
- Lead or oversee consultations with building control bodies, local authorities, licensing authorities and other regulators within statutory or locally agreed timescales.
- Ensure comments on building design, refurbishment, material alterations, fire-engineered solutions, access and facilities for firefighters are technically sound and within organisational competence.
- Operate the documented quality-assurance system covering audit practice, consultations, enforcement decisions, case files, records and correspondence.
- Confirm staff are trained, assessed and authorised for the activities they undertake, with clear supervision arrangements for developing personnel.
- Maintain personal competence in accordance with the NFCC Competency Framework for Fire Safety Regulators and support continuing professional development across the team.
- Represent the Service at internal and external meetings, professional forums, multi-agency groups and business engagement events.
- Develop effective working relationships with local authorities, building control bodies, the Building Safety Regulator where applicable, responsible persons, trade bodies and partner enforcement agencies.
- Provide accurate reports on risk, performance, capacity, competence, enforcement activity and emerging issues.
- Contribute to policy, procedure, guidance and training development, ensuring documents remain aligned with legislation, national guidance and organisational learning.
- Participate in operational command, rota and resilience arrangements, including FSO1 Dangerous Conditions response, as determined by the Station Commander role.
- 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 EU General Data Protection Regulation (GDPR) 2018.
- To actively support safeguarding principles and the embedding of the Service's Inclusion Strategy.
- To undertake any other reasonable duty, commensurate with the grading and responsibility of the post in order to meet service priorities and business continuity requirements.



- **Putting our communities first – We put the interests of the public and service users first.**
- **Integrity – We act with openness, honesty, and consistency in everything we do.**
- **Dignity and respect – We make decisions objectively based on evidence, without discrimination or bias.**
- **Leadership – We are positive role models, demonstrating flexibility and resilience, holding ourselves and others accountable, and challenging behaviour that falls short of the highest standards.**
- **Equality, Diversity and Inclusion (EDI) – We are ambassadors of EDI, standing against all forms of discrimination, creating equal opportunities, promoting equality, fostering good relations, and celebrating differences.**

THE PERSON

Station Commander / Fire Safety Manager

Qualifications

Desirable: Level 4 Fire Safety Diploma, or an equivalent recognised fire safety qualification relevant to the role.

Essential: Willingness and ability to complete required Business Fire Safety qualifications, workplace assessments and continuing professional development within agreed timescales.

- Participate in and pass the core technical and professional development programmes.
- A valid driving licence that enables you to drive in the UK or the ability to learn if required.

Knowledge and Experience

Essential: Operating effectively at Station Commander level, or demonstrating the potential and required behaviours to operate at this level through the Station Commander promotion process.

Essential: Experience of leading or supporting teams, managing performance, allocating work and delivering agreed outcomes.

Essential: Experience of assessing risk, considering available information and making proportionate and defensible decisions, gained through operational, Prevention, Protection or management roles.

Essential: To have worked within a team environment to achieve objectives of the organisation.

Essential: Experience of having managed problems, and effective decision making ability.

Desirable: Experience of providing a customer focused service.

Desirable: Experience of, or exposure to, Business Fire Safety audits, consultations, enforcement, business engagement or other Protection activity.

Skills and Abilities

Essential: A clear interest in Business Fire Safety and a commitment to developing the technical, legal and professional knowledge required for the role.

Essential: Experience of communicating clearly, explaining decisions, managing challenge and adapting communication for different audiences.

Essential: Experience of working with internal teams, partner organisations or other stakeholders to achieve shared objectives.

Essential: A commitment to accurate record keeping, consistent decision-making, quality assurance and working within personal competence and delegated authority.

- Able to understand the role of the Station Commander / Fire Safety Manager and the Fire and Rescue Service within the Community
- Able to show organisational awareness, in particular the role of the Station Commander / Fire Safety Manager 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.

- Appointment may be made on a development basis. Until required competence and authorisations are achieved, the postholder will work within an agreed scope of practice with appropriate supervision, mentoring and quality assurance.

Equal Opportunities

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