



## **THE ROLE**

Group Commander

**Department:** Assurance  
**Grade/Rank:** Group Commander Development / B (competent)  
**Responsible to:** Area Commander – Strategic Risk and Assurance  
**Location:** Anywhere in the County  
**Responsible for:** 2 x Assurance Station Commanders

### **Job Purpose:**

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

- Leading and managing people within their functional areas to create professional, resilient, effective and high performing teams.
- Managing and developing themselves and others to ensure personal and team performance, effective service delivery and achievement of the organisations objectives.
- Managing quality assurance for their functional areas and taking responsibility for ensuring continuous improvement in service delivery and support.
- Managing the efficient and effective use of physical and financial resources to support activities and to achieve the objectives of the business plan.
- Managing service projects in agreement with project plans to meet specified objectives
- Managing information by establishing and maintaining effective communications at all levels, to improve both Service Delivery and Safer Communities and to support and develop organisational goals.
- Building strong and highly effective relationships with partners to deliver collective corporate objectives.

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.

### **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.

## **Main Duties and Responsibilities:**

- Lead, Manage and support people to resolve operational incidents, swiftly and safely including emergency, critical or major incidents, and other rescue operations. To provide operational leadership at level 3 as well as providing support and mentoring to level 2 officers.
- Implement organisational strategy working with the wider team, creating, implementing and monitoring service plans. This may involve collaboration with internal and external groups and may involve managing change in the station or teams plans following review and consultation with stakeholders.
- Provide structured station and team plans with regular reviews making adjustments as required. Ensure that resources and budgets if held are managed and monitored to support the team plan and if required, make recommendation for improvement.
- Identify development needs in your team using their own role profile against actual performance. Undertake regular supervisions to assess performance in role and align to objectives and targets as set in the annual appraisal. Support them in improving where required using the Service's Capability Policy where necessary. Coach and mentor your team effectively evaluating your own methods of developing your staff.

- Ensure staff are aware of responsibilities within the station and team plans and allocated work accordingly. Work plans must be SMART. Assess the progress made against these plans at least quarterly and discuss areas for improvement by giving appropriate feedback. Resolve issues of performance following the Service's Capability Policy.
- Responsible for effective management and timely resolution of people management issues which may include acting as an Investigating Officer or hearing manager. Completing self-service and appropriate service processes where applicable.
- Manage and develop self and others to improve personal and team performance and deliver agreed objectives. Reflect on effectiveness and relationships with your staff to achieve improved performance. Analyse your own working relationships with colleagues and partners and seek feedback as to your performance. Place personal improvement challenges in your own development plan and allow others to contribute.
- Support the DSC in forecasting levels at your stations and lead on Recruitment and Selection for your functional area ensuring all roles have the correct role profile and authorisation to recruit form in place. Ensure that consideration is given as to the best way to replace a vacancy in line with the Services Workforce Resourcing Policy, liaising with HR and Recruitment to establish the best way of attracting, selecting and recruiting to the vacancy.
- Determine effective use of physical and financial resources. Ensure that financial plans are matched with Team and Service Plans. Agree budgets with Area Manager and monitor financial expenditure, reporting deviation accordingly.
- Manage quality assurance for the functional area/s and be responsible for ensuring continuous improvement in service delivery and support.
- Undertake specific projects and investigations as requested. Gather information to support investigations or report findings and conclusions of an investigation and provide written reports as requested by line manager.
- Collect and apply information from various sources to understand station or department performance and identify planning and delivery opportunities and make decisions for continuous improvement.
- 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.

## THE PERSON

Group Commander



### Qualifications

Competent in Substantive Wholetime Station Commander/Manager role.  
Participate in and pass the core technical and professional development programmes.  
Level 5 management qualification or equivalent.  
ICS minimum Level 3 qualified.  
Requirement to undertake FSC NILO course within the first 6 months of being appointed.  
Driving License.

### Knowledge and Experience

- Experience of leading or contributing to assurance activity, service improvement projects, and the delivery of priorities across a fire and rescue service.
- Experience of working flexibly in a changing environment, using evidence, insight and professional judgement to develop practical solutions to complex issues and support continuous improvement.
- Experience of making sound decisions and enabling decision making at the appropriate level, balancing strategic priorities, governance requirements, service risk and operational need.
- Experience of managing performance, attendance and people matters in line with policy, with confidence to deal with sensitive and complex cases fairly and consistently.
- Knowledge of assurance, governance and continuous improvement within a fire and rescue service, including how assurance supports accountability, learning and better outcomes.
- Knowledge of Fire Standards, National Operational Guidance (NOG), HMICFRS expectations, and how these inform service improvement and assurance activity.
- Knowledge of Surrey Fire and Rescue Service values, behaviours and the Core Code of Ethics.
- Knowledge of current employment legislation and SFRS people management policy and procedures.
- Knowledge of SFRS policies, SOPs and assurance frameworks relevant to operational learning, performance, risk, governance and business continuity.
- Knowledge of performance management frameworks and the use of data, audit findings, review activity and feedback to provide assurance and drive improvement.
- Knowledge of managing resources in practice, including prioritising work, allocating capacity and ensuring value for money.
- Knowledge of financial and procurement processes, with an understanding of how these support good governance and effective service delivery.

## **Skills and Abilities**

- The ability to lead by example, supporting and developing others to deliver high standards, continuous improvement and a positive assurance culture across the Service.
- The ability to build credibility and influence others, using evidence, professional judgement and clear reasoning to support decision making, challenge constructively and gain buy-in for improvement activity.
- The ability to plan, prioritise and delegate work effectively, maintaining oversight of progress and quality while enabling others to contribute and develop.
- The ability to reflect on own performance, seek feedback, and support the development of self and others to strengthen capability and improve outcomes.
- The ability to communicate clearly and confidently, both verbally and in writing, with a wide range of audiences including senior leaders, members and partners, presenting complex information in a clear and practical way.
- The ability to work in a well organised way, managing competing priorities, deadlines and detail to maintain effective governance, reporting and follow-through.
- Ability to work effectively with technology and data systems, and to use information from a range of sources to support assurance, reporting and service improvement.
- Ability to remain calm, professional and resilient when dealing with challenge, scrutiny or complex situations.
- Understanding of and commitment to Inclusion and Equality in the workplace.