



## **THE ROLE**

Station Commander

**Department:**  
**Grade/Rank:**  
**Responsible to:**  
**Location:**  
**Responsible for:**

**Response**  
**Station Commander**  
**Group Commander**  
**Anywhere in the County**  
**Watch Commanders/Support Staff**

### **Job Purpose:**

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

- Providing leadership and support at incidents.
- Managing resources, people and their activities and welfare to ensure effective service delivery and achievement of SFRS objectives.
- Ensuring continuous improvements by effectively managing resources, overall performance against targets and communicating information horizontally and vertically to ensure a joined up approach.
- Contributing to the protection, prevention and response of people and making communities safer by leading, managing and assuring an assigned group of Stations to ensure quality of service.
- Liaising and working with other relevant stakeholders to plan, organise and deliver safety education and enforcement programmes
- Managing and supporting the quality of effective service delivery for community fire stations

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 2 as well as providing support and mentoring to level 1 officers.
- Responsible for the development and delivery of Station/business plans which enable the delivery of command, department and Service Strategy.
- Manage and develop self and others, taking responsibility for personal and team performance and delivering on 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.
- Provide leadership, management and development to support the watches 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, in line with the station plan and service goals.
- 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.
- 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.
- Prepare and review Job Descriptions for posts within your area of responsibility. To be proactive in forecasting levels at your station/s and to participate in the Service's selection processes for recruitment and progression in line with Services policy and procedures.
- 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.
- Monitor compliance with Quality Assurance systems and advice on quality processes and strategies.
- Establish and maintain effective working relationships with stakeholders to motivate and develop skills to improve performance.
- Lead and support the delivery of safety education and community risk reduction. Gather information to protect the public and make communities safer.
- Coordinate, supervise and monitor the administrative activities within your work location to maximize effectiveness and efficiency of valuable resources. Make recommendations to line management based on your observations in the workplace and community on the use of available funding and resources.
- 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).

- To actively support safeguarding principles and the embedding of the Service's People and 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**

Station Commander

### **Qualifications**

- Participate in and pass the core technical and professional development programmes
- Competent Wholtime Watch Commander role
- L5 Leadership & Management Apprenticeship
- IOSH -Supervising Safely
- ICS Level 1 or equivalent
- IFE Level 3 certificate or equivalent
- ILM 3 or equivalent
- Driving License

### **Knowledge and Experience**

- Experience of leading and managing a diverse group of staff to ensure effective service delivery.
- Experience of managing changing priorities and situations.
- Experience of leading a team, communicating effectively and demonstrating professionalism within the Service and towards the public, partner agencies and other service providers.
- Experience of having led, engaged and motivated others both within the Fire Service and externally.
- Experience of having understood and applied relevant information to make appropriate decisions which reflect key priorities and requirements.
- Knowledge of the Fire Service Operations and National Guidance (NOG).
- Knowledge of the Service's Public Safety Plan (PSP).
- Knowledge of People Management Policies and Procedures.
- Knowledge of the Performance Management Framework.
- Knowledge of the legislation relating to Health and Safety in the Workplace.

### **Skills and Abilities**

- Able to be open and flexible towards change, leading participation in devising solutions to problems that may occur from time to time.
- Able to demonstrate a calm, confident and resilient approach to unpredictable, challenging or dangerous situations.
- Ability to adopt different methods and innovative ways to gain support and influence internal and external stakeholders.
- A proactive approach to work, and the achievement of a consistently high standard of work, displaying high personal and professional standards and challenging poor behaviour and performance.
- Ability to work effectively with technology and able to demonstrate competence with basic software or IT equipment.
- A demonstrable commitment to continuous professional development or the attainment of personal goals.
- Ability to demonstrate a respect for others and willingness to challenge.

### **Equal Opportunities**

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