Appendix B

THE ROLE

Environment and Rural Communities Officer

Department: **Prevention**

Rank: **Watch Commander B**

Responsible to: **Station Commander Love**

Location: **Anywhere in the County**

Responsible for: **ERCO Function – there is no line management responsibility attached to this role at the current time. However, the post holder will be WC grade and the role may evolve over time.**

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.

The role will be responsible for overseeing delivery of the Service's objectives relating to the outdoor Prevention activities. The post reports to the SaFE Team manager and has managerial responsibility for all service prevention activities in our rural communities.

The post holder will work in partnership with SCC and SFRS personnel, external agencies, and landowners to deliver community safety programmes with a specific focus on outdoor safety.

This will include wildfire prevention, water safety, community preparedness and a range of other activities centred around protecting our open spaces and rural communities.

The post holder will be instrumental in developing prevention initiatives which bring about behavioural change and reduced outdoor incidents through:

- Working with stakeholders, partner organisations, and colleagues with shared objectives and common goals.

- Planning and co-ordinating public engagement/education work and other community events/roadshows.
- Representing SFRS at all levels within community, at stakeholder meetings, and deliver on associated programmes and projects.
- Being a forward facing and proactive manager in the rural setting you will be responsible for information gathering and sharing intelligence with key stakeholders including local authorities, the Environment Agency and Surrey Police.
- Developing and delivering a S&WV strategy for vulnerable people in rural communities bridging the gap between our community safety offer and our harder to reach residents.
- Broadening SFRS's existing S&WV offer to address risk associated with flooding and wildfire.
- Promoting wildfire prevention and water safety through collaborative work with the RLNI, The Royal Lifesaving Society, Schools, Land Managers, and Community Groups.

The post will support Operational Response to wildfire by keeping the service updated with new developments both within the Fire Sector and the broader land management stakeholder group. Assisting with training delivery to operational staff and responding in an advisory capacity to wildfire incidents.

Any post holder employed on Grey Book terms and conditions will be expected to maintain operational competence for the role they hold and to ride a minimum of one operational shift per month.

The post holder is expected to support rural communities ensuring that they are resilient and prepared for extreme events. As part of the roles and responsibilities you will be expected to monitor weather patterns and react to likely adverse weather by posting early warnings and appropriate operational guidance to all service personnel.

The post holder will work with local Station Commanders to help identify and manage foreseeable risk and advise on development of operational response plans.

Main Duties and Responsibilities:

Service Development

- Manage the daily running of a customer facing service to ensure a high level of customer satisfaction.
- Identify trends and analyse risk to develop prevention initiatives and mitigation activities to minimise the impact of outdoor events such as wildfire and wide area flooding and reduce the occurrence of water related deaths.
- Take joint action, including intelligence gathering, with partners to safeguard the environment: (instances of illegal waste, fly tipping, outdoor fire setting)
- Review and make recommendations for the improvement of relevant business processes and practices.

Planning & Organising

- Assist in development and project work, working with other staff to provide information and feedback.
- Manage effectively and efficiently the prevention activities of SFRS in the Rural Environment to maximise impact on community safety agendas.

Analysis, Reporting & Documentation

- Maintain specialist archives – to provide trend analysis or records relevant to the service area.
- Work with the SFRS risk reduction team to obtain specific data to underpin action in support of objectives.
- Provide advice and support to projects using specialist knowledge.

Finance/Resource Management

- Make recommendations for new resources through the appropriate governance structure.

Work with others

- Liaise, communicate, and work in partnership with other internal departments, partner organisations, the community, and volunteers. Be prepare to line manage team members as the role evolves.

- 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

Environment and Rural Communities Officer (ERCO)

Qualifications

Substantive WC B or Crew Commander within the development pool.

- 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

We are seeking a competent and capable individual who shares our passion for Prevention in our open spaces. A proven track record of prevention activity within the built environment will underpin a natural progression into the less well charted areas of rural resilience. The ability to work independently and be results driven will be essential. The post holder will be expected manage their own diary and seek opportunities to expand the SFRS offer into rural areas that are often less well represented. Engagement and positive relationship building with a wide range of stakeholders will be key to success.

Workplace experience in rural communities will be beneficial, but it is not needed as the role is unique and has its own skill set. There is however an expectation that any applicant will have a sound knowledge and understanding of SFRS practice, policy, and procedure linked to Wildfire operations. An understanding of climatic change and the impacts of global warming on both flooding and wildfire will be expected.

- To have worked within a team environment to achieve objectives of the organisation
- Experience of providing a customer focused service
- Experience of having managed problems, and effective decision-making ability.

Skills and Abilities

- An understanding/knowledge of subject areas associated with land management, the countryside, wildfire, water safety, wide area flooding and spate conditions.
- Working effectively with members of the community, including the ability to be able to communicate effectively at all levels in a range of varied organisations.
- Leadership experience and an ability to inspire and motivate others.
- Have knowledge of the Wildlife and Countryside Act.
- Have a working knowledge of PowerPoint, Microsoft Office, Outlook, Excel, and Word.
- Be prepared to undertake some early morning, evening, and weekend work.
- Have a full UK driving licence.

• Able to understand the role of the ERCO and the Fire and Rescue Service within the Community
• Able to show organisational awareness, in particular the role of the ERCO 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.

Equal Opportunities

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