Department:	Mobilising Control
Grade / Rank:	Watch Commander Control
Responsible to:	Assistant Group Commander Control
Location:	Mobilising Control
Responsible for:	Not applicable

Job Purpose:

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

- Managing people and their activities to ensure effective service delivery.
- Supervising and delivering community safety programmes.
- Managing the maintenance and response of the emergency service.
- Providing leadership and support at incidents.

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 Values and Behaviours:

- Fairness and Respect – We embrace diversity and promote a culture of inclusivity.
- Responsibility – We are answerable for our decisions and actions.
- Professionalism - We will always be the best we can be.
- Honesty and integrity – We are truthful and trustworthy. We do the right thing even if it's not the easiest option.
- Leadership – We choose to lead by example and inspire others in an ethical way.
- Openness – We are open to new ideas.

Our behaviours are what people experience when they interact with us. They encompass how we do our work and how we treat others. We expect all existing and future staff to uphold and promote these Values and Behaviours.

Main Duties and Responsibilities:

- Lead and Support people to resolve all types of operational incidents swiftly and safely. This includes planning to meet the needs of the incident, implementing action to meet planned objectives, closing down and quality assuring of incidents on the mobilising system and debriefing people following incidents.

- Provide leadership, management and development to support the watch 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 and in line with the station plan.

- Identify members of the team who are not performing adequately and assist them in understanding where they need to develop. Support them in improvement using the service Capability Policy where necessary.

- 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. Take responsibility for personal performance. Reflect on effectiveness and relationships with your staff to achieve improved performance. Place personal improvement challenges in your own development plan and allow others to contribute.

- Investigate and report as required to inform future practice. To gather information to support investigations or report findings and conclusions of an investigation.

- 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.

- Establish and maintain confidence of the public by working with all members of the community, being sensitive to the needs of others particularly having regard to equality, diversity, fairness and dignity issues.

- 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.

- Maintain all emergency equipment in a state of readiness, including cleanliness, and testing as required. Store and control resources to achieve.

- 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) 2018.

- 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

Watch Commander Control

Qualifications

- Participate in and pass the professional development programmes with evidence
- Competent in Crew Commander Control role
- IOSH - Supervising Safely
- A Leadership and Management qualification level 3

Knowledge and Experience

- Experience of mobilising and systems in use within the control room environment.
- 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 and Equality in the workplace.