



Job Description and Person Specification

Group Commander B | 2026

Job Description

Group Commander B



Main purpose of the role

The Group Commander is a pivotal senior middle management role within HWFRS leading operational and non-operational departments, and forms part of the Service's senior leadership structure.

The role encompasses three key areas: operating as a senior operational commander, leading organisational change, and promoting a positive working environment. As a key departmental leader, the postholder will work closely with Principal Officers, Strategic Leadership Board colleagues, peers, and partners to translate organisational strategy into effective operational delivery, ensuring departmental and organisational priorities, service improvements, and efficiencies are achieved.

Group Commanders provide visible leadership across the Service, championing its values and fostering an inclusive, high-performing culture. They are accountable for delivering outcomes that strengthen organisational effectiveness, efficiency, resilience, and long-term success.

Responsibilities will vary according to the assigned portfolio but will remain aligned with the National Group Manager Role Map.

Key Duties and Responsibilities (Aligned to National Group Manager Role Map)

Key Duties and Responsibilities:	Examples of this include:
Lead, Monitor and Support people to resolve operational incidents (EFSM2)	<ul style="list-style-type: none">• Reviewing and determining incident status;• Assuming responsibility and implementing action to support those involved in the incident;• Debriefing following the resolution of incidents.
Implement organisational strategy (EFSM6)	<ul style="list-style-type: none">• Allocate roles and responsibilities for implementation of strategic plans;• Delegate and provide support to those who will undertake implementation;• Maintain effective working relationships with those who can assist with implementation of the strategic plan.
Implement/manage change in organisational activities (EFSM9)	<ul style="list-style-type: none">• Identify opportunities for improvement in activities;• Evaluate proposed changes for benefits and disadvantages;• Plan the implementation of change in activities;• Agree the introduction of change;• Implement changes in activities.

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Key Duties and Responsibilities:	Examples of this include:
Plan and implement activities to meet service delivery needs (EFSM10)	<ul style="list-style-type: none">• Plan and allocate work activities to meet service delivery needs;• Agree budgets and resources for work activities;• Implement and evaluate work plans to achieve objectives;• Make recommendations for improvements to work activities.
Determine effective use of physical and financial resources (EFSM11)	<ul style="list-style-type: none">• Allocate resources to meet service delivery needs;• Make recommendations for expenditure;• Control expenditure against budgets.
Select required personnel (EFSM13)	<ul style="list-style-type: none">• Identify personnel requirements;• Select required personnel.
Manage the performance of teams and individuals to achieve objectives (EFSM14)	<ul style="list-style-type: none">• Allocate and delegate work to teams and individuals;• Agree objectives and work plans with teams and individuals;• Assess the performance of teams and individuals;• Provide feedback to teams and individuals on their performance;• Resolve performance issues with teams and individuals.
Develop teams and individuals to enhance work-based performance (EFSM15)	<ul style="list-style-type: none">• Identify the development needs of teams and individuals;• Plan the development of teams and individuals;• Develop teams to improve performance;• Deliver individual learning and support for development;• Evaluate the development of teams and individuals.
Manage yourself to achieve work objectives (EFSM16)	<ul style="list-style-type: none">• Organise and structure personal work activities to achieve objectives;• Develop and continuously improve productive working relationships;• Implement personal development plan to continuously improve personal performance.
Advise on development and implementation of quality policies and practice (EFSM17)	<ul style="list-style-type: none">• Advise and support on the development of quality policies;• Advise on strategies to implement quality policies.

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Key Duties and Responsibilities:	Examples of this include:
Implement quality assurance systems (EFSM18)	<ul style="list-style-type: none">• Establish and maintain quality assurance systems;• Recommend improvements to quality assurance systems.
Monitor compliance with quality systems (EFSM19)	<ul style="list-style-type: none">• Plan to audit compliance with quality systems;• Implement the audit plan;• Report on compliance with quality systems.
Develop information systems to support service delivery objectives (EFSM22)	<ul style="list-style-type: none">• Identify information and communication requirements;• Select, monitor and implement information management and communication systems.
Agree project plan to meet specified objectives (EFSM23)	<ul style="list-style-type: none">• Agree the project's scope and definition;• Develop plans to achieve the project's goals;• Establish the project's resources and control methods.
Co-ordinate projects to achieve objectives (EFSM24)	<ul style="list-style-type: none">• Support the project team;• Co-ordinate activities, resources and plans;• Keep stakeholders informed of project progress.
Ensure that service delivery and employment decisions are made in accordance with published policies, particularly those relating to equality of opportunity. To treat all individuals without exception, with dignity and respect and initiate appropriate action and procedures when breaches are evident.	
Effectively promote, implement and ensure compliance with all of the Service's policies, procedures, practices and principles.	

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Key Duties and Responsibilities: Examples of this include:

Support organisational management duties commensurate with managerial level (e.g. investigations, welfare, reports, performance management etc.)

Undertake such other duties and training as may reasonably be required consistent with your general level of responsibility within the organisation.

The post could be based at any location across the Service working a variety of shift patterns, in order to meet Service priorities, business continuity requirements or personal development.

The postholder will be required to undertake the role of Duty Group Commander in support of EFSM2 reporting directly to the Duty Area Commander and/or Principal Officer on all operational and administrative matters. The role of Duty Group Commander is to manage, coordinate and oversee all matters pertaining to the delivery of level 1-3 Incident Command (EFSM2), and other urgent organisational and departmental matters (such as complaints, or investigations etc.).

A duty nominated Group Commander should be available at all times and therefore the postholder should be prepared to provide reasonable flexibility in their role, as appropriate in support of this aim.

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Requirements	Essential or Desirable	Identified by
Qualifications and Training		
Hold an assessment pass at Incident Command Level 2	Essential	Application
Ability to pass an assessment at Incident Command Level 3	Essential	Selection process
Evidence of continued relevant professional development appropriate to the role	Essential	Application, Selection process
Have completed a Level 5 Leadership and Management qualification or demonstrate appropriate experiential learning	Essential	Application, Certificate
Have or be working towards a recognised strategic manager level qualification	Desirable	Application, Certificate
Possess IFE Level 4 Certificate Unit 3 – Fire Service Operations and Incident Command, or appropriate level of competence in this area	Desirable	Application, Exam Certificate
Possess IFE Level 4 Certificate Unit 2 – Fire Safety	Desirable	Application, Exam Certificate
Possess a Health and Safety qualification or equivalent experience appropriate to the role	Desirable	Application, Qualification Certificate if applicable
Knowledge and Understanding		
Awareness and understanding of the role and responsibilities of a Group Commander	Essential	Selection process
Demonstrate an understanding of the importance of equality, diversity and inclusion to HWFRS as an employer and service provider	Essential	Application, Selection process
Demonstrates an understanding of and ability to implement and manage Health & Safety in the workplace	Essential	Selection process
Demonstrates understanding of and commitment to HWFRS core values and the national Fire and Rescue Service Leadership Framework for a Group Manager	Essential	Application, Selection process
Demonstrates an understanding of working with representative bodies, across a range of areas	Desirable	Application, Selection process

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Requirements	Essential or Desirable	Identified by
Experience		
A competent Station Commander or equivalent	Essential	Application, References
Effective operational command experience appropriate to the role	Desirable	Application, Selection process
Experience of working successfully as part of a team, building and maintaining collaborative relationships with peers, managers and partners	Essential	Application, Selection process
Awareness and understanding of local, regional and national governance and potential political impact and implications of actions	Essential	Application, Selection process
Skills and Abilities		
Well-developed verbal and written communication skills with the ability to articulate complex issues and information to a wide range of audiences in various methods	Essential	Selection process
Competent level of IT skills using Microsoft Office applications including Word, Excel, Outlook and other systems	Essential	Selection process
Demonstrate ability to lead, involve and motivate others both within the FRS and in the community	Essential	Application, Selection process
Demonstrate commitment to and an ability to develop self, individuals, teams and others to improve organisational effectiveness	Essential	Application, Selection process
Demonstrate ability to understand and apply relevant information to make appropriate decisions and create practical solutions	Essential	Application, Selection process
Demonstrate ability to create and implement effective team plans in line with organisational objectives	Essential	Application, Selection process
Hold and maintain a current full driving licence	Essential	Application, Driving Licence Check

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Requirements	Essential or Desirable	Identified by
Achieve the required medical standards (subject to reasonable adjustments under the Equality Act 2010 where appropriate)	Essential	Medical
Achieve and maintain the required fitness levels to meet operational requirements	Essential	Fitness test
Ability to provide a response base for the performance of standby / call-out duties. This base must be within the geographical area of Herefordshire and Worcestershire, and acceptable in terms of location within the counties.	Essential	Application

