



Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	Fire Service Control Operator (Firefighter Control)	POST REF	FFC
DEPARTMENT	Control	DATE	10.06.2022
REPORTS TO	Watch Manager	SALARY GRADE	£22,981 to £30,632 per annum when Competent
LOCATION	Joint Communication Centre, St Asaph	HOURS PER WEEK	42 (weekly average)

OVERALL JOB PURPOSE

To receive, extract and record information from callers and other agencies relating to requests for emergency and non-emergency assistance. To mobilise the appropriate resources to meet the needs of the event in accordance with policies and procedures.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	Monitor the availability of operational resources, managing information to support the decisions to provide operational cover.
2.	To receive emergency calls, ensuring that accurate information is gathered to aid an effective response.
3.	To mobilise operational resources in accordance with Service policy.
4.	To support the needs of the caller, identifying risks to their safety, providing safety advice and survival guidance.
5.	Advise other emergency services as required in accordance to Service policy.
6.	Support the needs of the community by informing media agencies of incident activity, within your area of responsibility.
7.	Support the needs of the community by providing fire safety advice that falls within your area of responsibility.
8.	Monitor radio and telephony communications to support the ongoing needs of the event.
9.	Maintain reliability and readiness of control operational equipment, both primary and secondary. Reporting faults as necessary.
10.	Receipt and transfer of administrative calls, gathering and dissemination of information.
11.	Support the development of colleagues in the workplace.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
12.	The updating of Control records and statistical information on appropriate systems and databases.
13.	To take responsibility for self-development and effective performance. Attending training courses/sessions as necessary.
14.	Adhere to the Service Equal Opportunities Policy as documented in Service Orders and as detailed in the Equal Opportunities Handbook.
15.	Adhere to Information Security in accordance with the Data Protection Act 1998.
16.	Adhere to the Service Welsh Language Scheme and Linguistic Skills Strategy.
17.	To assist in practical demonstrations or visitors to the Control complex as directed by the Watch Manager.
18.	Adhere to Health and Safety Legislation and Service policies and procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by acts or omissions.

CONTACTS OUTSIDE OWN SECTION
Members of Public, Employees within other Departments, Fire Authority Members, External Agencies such as other Fire and Rescue Services, Police, WAST and NRW
LANGUAGE REQUIREMENTS
Welsh Level 4 Essential Requirement - Speaking and Listening - Requires that you can: keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.
EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS
Subject to Non Police Personnel Vetting Level 2
MANDATORY TRAINING
Recruit Training, Firefighter Control Development Modules. Life Saving Guidance, NVQ Level 3 Certificate in Emergency Fire Services Control Operations or equivalent
OTHER
Open plan controlled office environment.

PERSON SPECIFICATION

POST TITLE

Fire Service Control Operator (Firefighter Control)

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	ESSENTIAL: The qualities without which a post holder could not be appointed
	A good standard of education – 5 GCSE's or equivalent (e.g. Adult Literacy and Numeracy Level 2).
	Experience of making effective and timely decisions whilst working under pressure and maintaining a confident and resilient attitude in highly challenging situations.
	Experience of a customer focussed working approach.
	DESIRABLE: Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Emergency Fire Service Control Operations NVQ Level 3 or equivalent
	Thorough knowledge of mobilising and communications systems and procedures.
	Knowledge and understanding of the work of the Fire and Rescue Service in terms of Service Delivery.
	Knowledge and understanding of the geographical areas covered by the North Wales Fire and Rescue Service.
Valid UK driving licence.	
SKILLS, ABILITIES	ESSENTIAL: The qualities without which a post holder could not be appointed
	Effective communication skills and the ability to use an appropriate communication style, particularly when working under pressure or dealing with people who may be anxious or distressed.
	Keyboard skills that include the ability to enter and retrieve data and type at a minimum standard of 35 wpm with 80% accuracy.
	The ability to understand, recall, apply and adopt relevant information in an organised, safe and systematic way.
	The ability to work successfully in a team in a structured environment.
	Evidence of flexibility to achieve continuous personal and team performance through the development of self and others.
	Evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards.
	The ability to communicate orally through the medium of Welsh to Level 4 standard.
	DESIRABLE: Extra qualities which can be used to choose between candidates who meet all the essential criteria
	The ability to demonstrate openness to change and experience of actively supporting it.
	The ability to maintain an active awareness of the environment to promote safe and effective working.