



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Fire Service Control Operator Control Room

Fixed Term 12 Months - Full and Part-Time Opportunities

Candidate Information Pack

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Welcome from Ant Jones, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

In addition to Firefighters, the Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

Fire Control Staff don't just answer emergency calls and mobilise fire appliances, they play a vital part in bringing incidents to successful conclusions through the use of specialised call handling techniques. The role of the Fire Service has changed considerably over the last few years and the role of the Fire Control Operator has adapted to reflect the new demands faced by a modern Fire and Rescue Service.

Fire Control staff must be ready to give life-saving advice to callers, communicate vital information and messages, respond to requests from the Officer in Charge of an incident, liaise with other emergency services and organisations and track availability of emergency resources. Other tasks include routine administrative work.

Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year. Staff deal with around 108,000 calls each year, approximately 17,000 of these are emergency calls, many of which are life threatening.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).



Our Core Values



North Wales; A Place To Live, Work And Visit

Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Mon (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb, cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



The Role

When anyone in North Wales dials 999/112 and asks for the Fire and Rescue Service, they will be put through to Control staff at the Joint Communications Centre in St Asaph.

The Joint Communications Centre is a collaborative facility where North Wales Fire and Rescue Service shares an operational floor with North Wales Police. It represents an innovative approach to joint emergency service working, placing North Wales at the very forefront of 999 operations using state of the art command and control equipment features the latest technology for mobilising and communications.

Control staff are responsible for the immediate despatch of crews and appliances from all of the 44 stations across North Wales along with any specialist equipment that is required. Emergency calls cover a variety of events such as fires, road traffic collisions, incidents involving hazardous materials, flooding and many others.

The Joint Communications Centre is staffed 24/7, 365 days a year. Fire and Rescue Service Control staff work in teams and have a range of sophisticated information technology to assist them in dealing with emergency calls and for sending the quickest and most appropriate resource from any of our fire stations to any location within North Wales.

Fire Control Staff don't just answer emergency calls and mobilise fire appliances, they play a vital part in bringing incidents to successful conclusions through the use of specialised call handling techniques. Control staff need to have a range of skills, and be able to, think fast and relay instructions accurately. They maintain comprehensive data across a wide range of subjects such as emergency incidents, resource availability and risk information.

Fire Control staff must be ready to give life-saving advice to callers, communicate vital information and messages, respond to requests from the Officer in Charge of an incident, liaise with other emergency services and organisations and track availability of emergency resources. Other tasks include routine administrative work.

The Joint Communications Centre provides a bilingual service with specialised local knowledge for the people who live, work and visit North Wales when they call for assistance.



What we can offer you

Pay

Salary: Starts at £28,865, rising to £36,937 per annum (pro-rata if working part time) once fully competent (minimum of two years).

Hours of work

The first six weeks will be classroom-based delivery Monday to Friday 0900 – 1700 hrs. After this you will be allocated a shift pattern, working 42 hours per week on a shift basis (if full time) providing cover 24 hours a day, 7 days a week in the Operational Control Room environment to consolidate training and skills.

Benefits of employment

- Generous annual leave entitlement, starting at 24 days per year, plus public holidays
- North Wales Fire and Rescue Service uniform provided
- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential
- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and access to discounts from hundreds of retailers, leisure and service providers.

Job Description

Post Title	Fire Service Control Operator (FireFighter Control)
Department	Control
Reports to	Watch Manager
Location	Joint Communication Centre, St Asaph

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.
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's Core Values as documented in Service Orders and Policies.
15. Adhere to Information Security in accordance with the Data Protection Act 2018.
16. Comply with the Welsh Language standards as relevant to the Service.
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.

Supervisory Responsibility

None

Financial Responsibility

None

Contacts Outside Own Section

Members of Public, Employees within other Departments, Fire Authority Members,

External Agencies such as other Fire and Rescue Services, Police, Welsh Ambulance Service Trust (WAST) and Natural Resources Wales (NRW)

Specific Requirements

Subject to Non Police Personnel Vetting Level 2

Mandatory Training

Recruit Training, Firefighter Control Development Modules. Life Saving Guidance, Level 3 Diploma in Emergency Services Contact Handling

Other

Open plan controlled office environment.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Good standard of education – to include GCSEs or equivalent in English and Maths related subjects.

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.

A good standard of information technology skills

Desirable

Extra qualities which can be used to choose between candidates who meet all the essential criteria

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 License

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.

Evidence of data retrieval and keyboard typing skills with good accuracy (speed and accuracy will be assessed a part of the selection technical tests).

The ability to understand, recall, apply and adapt 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.

The ability to speak another language.

*Evidence of qualifications will be requested and verified prior to confirmation of appointment

Welsh Language Skills

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 4 and the required skills are set out below.

Writing

- Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application.
- Able to take reasonably accurate notes in meetings or straightforward dictation.
- Able to write a report / document relating to own job area

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	• Able to 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. • Able to contribute effectively to meetings and seminars within own area of work. • Able to argue for/against a case.
Reading	• Able to read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved.

How to Apply

Closing date 24/11/2025 at 12pm

The application form can be found on the [Current Vacancies](#) page of our website.

Completed application forms should be submitted by email to recruitment@northwalesfire.gov.wales or contact the recruitment team on 01745 535 281 for further information.

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you. Thank you.

When completing your application, please familiarise yourself with the Job Description and the Person Specification within the recruitment information pack so you understand the role and what the essential qualifications, skills and attributes for the role are. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

Make sure you submit your application before the closing date as late applications will not be accepted.

Further information

If you have any questions regarding this role or would like an informal chat before applying please call the Control Room on 01931 522006.

We are an equal opportunity employer and welcome applications from all parts of the community. We are committed to providing equal opportunities to all staff and applications are encouraged by individuals regardless of age, disability, gender, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and will respond equally to either language and respond in your language of choice without delay. An application submitted in Welsh will be treated no less favourably than an application submitted in English.