



## THE ROLE

Firefighter (Control) - Leader in the Community

**Department:** Firefighter (Control)  
**Response Grade/Rank:** Firefighter (Control)  
**Responsible to:** Crew Commander/Watch Commander (Control)  
**Anywhere in the County Responsible for:** Anywhere in the County  
**Location:** Not applicable

### **Job Purpose:**

To protect and save life, property and the environment by working as part of a team to receive emergency calls from members of the public and other agencies, determine the action required to meet the emergency and mobilise resources accordingly.

### **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:**

To maintain information linked to the provision of fire cover and manage risk and other specialist information. To ensure the correct availability and location of Officers and appliances are shown at all times.

To receive, and determine the action to be taken in response to, emergency calls from members of the public, operational crews and other agencies, and to carry out those actions competently, including quality assure the Incident Recording System (IRS).

To utilise advanced call-handling techniques when appropriate and provide survival advice and guidance to callers in danger and pass information obtained to crews and other emergency agencies when required.

To monitor and test communications equipment in order to ensure a constant state of readiness in the Control room environment. To assist with fall back of control including evacuation when required.

To support control management ensuring effective service delivery. Manage and develop self and others to maintain effective personal and team performance and deliver agreed objectives.

Take responsibility for own performance following the service values and behaviours

Interrogate control system information including rota management of officers, service calendar, hazard manager and highway cameras.

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.



## THE PERSON

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### Qualifications

- English at GCSE grade 4 or grade C or above
- **4 additional GCSE's at grade C or above**

### Knowledge and Experience

- Experience of having demonstrated a calm, confident and resilient approach to unpredictable, challenging or dangerous situations.
- Experience of working within a workplace involving effective communication with varied sources.
- Experience of maintaining records and handling sensitive and confidential information.
- To have worked within a team environment to achieve objectives of the organisation.
- Experience of having managed problems, and effective decision making ability.
- Experience of providing a customer focused service, treating all service users fairly, equally and consistently
- Experience of working within a dynamic, high pressure environment with time constraints (Desirable)

### **Skills and Abilities**

- Organisational skills, including ability to work with competing demands, to meet organisation priorities and deadlines.
- Excellent interpersonal skills, including the ability to challenge and accept challenge from both internal and external stakeholders in an appropriate manner.
- Ability to communicate complex information to and from various agencies.
- Able to show organisational awareness, in particular the role of the Firefighter (Control) 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 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.
- 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.
- Have a quick & accurate data entry skill, including be able to type 30 words per minutes.
- Have a confident telephone manner and that you are able to process often complex information within a short period of time, achieving high standards.

### **Equal Opportunities**

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