Job Advert

We are excited to offer a bank contract Joint Fire Control Room Operator, under Surrey County Council Terms and Conditions.

**Full time salary reflective of £33,753.**

Do you hold prior or current experience working in a control room?  Can you work under pressure?  Are you a team player?  If the answer is yes, then this could be the role for you!

Surrey Fire and Rescue Service are recruiting for Joint Fire Control Room Operators to be in available in bank capacity offering support as and when available. The role is based in Salfords, Surrey,  covering the three counties of Surrey, West Sussex and East Sussex.

The Joint Fire Control operates 24 hours a day, 365 days of the year providing call receipt, call handling and mobilisation. The Control Room Operators work a rotating shift pattern of 36 hours a week including days, nights and weekends

The successful applicants will form an integral part of a team whose priority is to receive emergency calls from members of the public, mobilise fire engines and firefighters who respond to a wide range of incidents throughout the three Counties, including assisting other emergency services and partner agencies.

This opportunity is seeking suitable individuals to be placed in a pool of suitable candidates.

The pool will have a validity period of 12 months and is not a guarantee that a role become available in that time scale.

This role provides you with all the essential training and an opportunity to play a key part in our Service.

Job Introduction

Surrey Fire and Rescue Service has the responsibility of protecting over one million people who live in the 650 square miles of Surrey. The Service employs just under 700 people across the County in a variety of roles. Comprising both uniformed personnel and support staff, they all share one vision: **With you, making Surrey safer.** We do this by:

* **S**erving the needs of our community.
* **F**lexibly responding to a constantly changing environment.
* **R**ecognising and embedding diversity in everything we do
* **S**olving challenges through intelligence driven collaboration, innovation and improvement.

Surrey Fire and Rescue is **committed** to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.  We want to be an **inclusive**and **diverse employer** of first choice reflecting the community we serve and particularly welcome applications from all underrepresented groups.

The values below will be crucial in delivering our corporate strategy and are what we draw on to make a difference for Surrey residents. We expect all our staff to embody these values.

* **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

Job Details

Should you be successful you will be expected to undertake the following duties:

* answer, advise, record and action emergency calls
* assist in the continued management of incidents
* carry out a variety of emergency and non-emergency tasks to support and maintain an effective Fire Service response
* have the ability to work under pressure in a fast changing environment
* have a positive and flexible attitude to all aspects of work
* be able to work as part of a team and act on own initiative
* be able to undertake intensive initial training and study in own time
* have a good level of commitment to own development
* have the opportunity to undertake an NVQ Level 3

**Please ensure that you are able to meet the following requirements to be considered for this opportunity.  Applicants must have**- (\*\*please address these areas in your supporting statement\*\* - without this, you will be withdrawn from the process)

* 5 GCSE's at grade C or level 4 or equivalent including English language and Maths
* Prior and or current experience working in a similar setting
* Excellent fast and accurate keyboard skills
* Excellent verbal and written communication skills
* A confident telephone manner

Additional Information

**Selection process**

1. Complete and submit the application form

2. Those successful will be contacted to have a interview.

All appointments are subject to satisfactory references and  DBS check

Appointment may be subject to medical clearance following completion of relevant medical questionnaires