



JOINT FIRE CONTROL

FIREFIGHTER (CONTROL)

Candidate Information Pack

2025

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The online application and job-related information can be accessed through Tribepad at <https://www.surreycc.gov.uk/jobs>.

All the information that you need to apply is provided in this pack. However, if you have any queries or require any further information please email: lucinda.baker@surreycc.gov.uk or lorraine.coppard@surreycc.gov.uk

SECTION 1: Background

Thank you for your interest in the role of Firefighter (Control) within Joint Fire Control, Surrey.

This information pack is designed to provide you with an insight into this challenging and highly rewarding career, as well as providing an overview of the comprehensive selection process.

We hope that this pack will enable you to decide if this is the right opportunity for you, therefore we encourage you to read each section before deciding whether to apply.

The Joint Fire Control (JFC) is the first point of contact for members of the public with East Sussex, West Sussex and Surrey when an emergency arises. A Firefighter (Control) answers emergency calls using specialised techniques in order to support and protect callers in potentially life-threatening situations whilst mobilising fire service resources. The role is challenging and as such will involve a rigorous selection process with only candidates of the very highest calibre succeeding.

In order to be successful in the role, a Firefighter (Control) must be able to process information quickly, prioritise tasks and work calmly under pressure. They must also be able to work effectively in a team and possess excellent communication skills.

The Joint Fire Control is based at Salfords Fire Station, Salfords. JFC provides a 24/7 service, 365 days a year and as such, successful candidates will be required to work a 'shift system.'

Firefighters (Control) make a vital contribution to the safety of their community. Becoming a Firefighter (Control) provides you with a worthwhile and rewarding role, serving the local community. It is also an opportunity to work as part of a team, receive excellent training and gain a wide range of skills.

Being a Firefighter (Control) is not like any other job, it can be unpredictable, exciting and rewarding, offering the opportunity for job satisfaction and career development.

All the information that you need in order to apply is provided in this pack. However, if you have any queries or require any further information please email: lucinda.baker@surreycc.gov.uk or lorraine.coppard@surreycc.gov.uk

If you believe you have the commitment required for this role, we look forward to receiving your application.

SECTION 2: About us

What we do

Joint Fire Control protects and serves the entire population of East Sussex, West Sussex & Surrey, a total area of over 2,077 square miles and with a population of 2.4 million.

We respond to fires, road traffic collisions, wildfires and specialist rescue incidents including flooding, chemical incidents, collapsed buildings and other types of emergencies. We also assist partner agencies.

All 3 services provide a range of community engagement initiatives to help reduce risk and keep people safe from the dangers of fire and other types of incidents that we respond to. We have the Joint Fire Control where all fire and rescue 999 emergency calls for East Sussex, West Sussex & Surrey are answered, and fire crews are mobilised to respond.

There are 73 Fire Stations across East Sussex, West Sussex & Surrey, each serving their local community.

All Joint Fire Control staff are employees of Surrey Fire & Rescue. The Surrey Headquarters is located at Woodhatch, Reigate, Surrey.



SECTION 3: About the job

1. What can I expect from the role?

Being a Firefighter (Control) is not like any other job, it can be unpredictable, exciting and rewarding.

When a member of the public dials 999 a telephone exchange operator will connect them to Joint Fire Control. A Firefighter (Control) answers the emergency call and mobilises fire service resources. They ask a number of questions to determine the location and nature of the emergency, entering this information into a bespoke computer system in order to establish the location of the nearest fire appliances.

A Firefighter (Control) is trained in the use of specialised emergency call handling techniques in order to support and protect callers in potentially life-threatening situations such as road traffic collisions or being trapped by fire. They will identify risks to a caller's safety and advise on immediate action whilst awaiting the arrival of fire crews.

No two days are the same for a Firefighter (Control). The role is varied, challenging and fulfilling.

2. What are the hours of work?

It is important to be aware that you will be required to work what may be considered unsocial hours, including weekends and public holidays.

The hours of duty at present are as follows:

An average of **48 hours per week**, 2 days of 10.5 hours and 2 nights of 13.5 hours, followed by 4 rest days over an 8-day cycle. The start time of the day shift is 0730 and the start times of the night shift is 1830.

During training, a Firefighter (Control) will typically work Monday to Friday, 0900 to 1700 hours.

3. Why become a Firefighter (Control)?

The role of a Firefighter (Control) offers a worthwhile and highly rewarding career, making a positive difference to the community.

It also provides an opportunity to work as part of a team, receive excellent training and gain a wide range of skills.

While you may begin as a Firefighter (Control), there are plenty of opportunities for career development.

What qualities and skills are required for the job and what would be expected from me?

A Firefighter (Control) must have excellent listening skills, especially for taking emergency calls. Developed oral and written communication skills are essential. Team working is critical, and the ability to make quick decisions, whilst working under pressure is also essential.

The Personal Qualities and Attributes (PQAs) for the role are detailed below and further information can be found in 'The National Firefighters Selection Personal Qualities and Attributes' document available online.

Firefighter (Control) Personal Qualities and Attributes	
Commitment to Diversity and Integrity:	Understands and respects diversity and adopts a fair and ethical approach.
Openness to Change:	Is open to change and actively seeks to support it.
Confidence and Resilience:	Maintains a confident and resilient attitude in highly challenging situations.
Working with Others:	Works effectively with others both within the Fire & Rescue Service and in the community.
Effective Communication:	Communicates effectively both orally and in writing.
Commitment to Development:	Committed and able to develop self and others.
Problem Solving:	Understands, recalls, applies and adapts relevant information in an organised, safe and systematic way.
Situational Awareness:	Maintains an active awareness of the environment to promote safe and effective working.
Commitment to Excellence:	Adopts a conscientious and proactive approach to work to achieve and maintain excellent standards.

Please refer to the Job Description (Section 4) and Person Specification (Section 5) within this pack for full details of the requirements for this role.

4. What else will be required of me?

As a Firefighter (Control) you are required to attend training sessions to develop and maintain the skills required for the job. You will also be required to undertake an apprenticeship to demonstrate your competence in the role.

Please note that the role of Firefighter (Control) does not carry out Firefighting duties and does not provide a career path into the role of Wholetime or On Call Firefighter.

SECTION 4: Job Description

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 Code of Ethics

- Putting our communities first
- Integrity
- Dignity & Respect
- Leadership
- Equality, Diversity and Inclusion

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.

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.

Qualifications

- English at GCSE grade 4 or grade C or above
- 4 additional GCSEs at grade C or Level 4 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.

Equal Opportunities

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

MAIN PURPOSE

The primary role of the Firefighter (Control) is to carry out emergency call-handling, despatch and incident control procedures and to assist the Crew Commander (Control) in supporting all elements of service delivery within the Joint Fire Control.

To contribute as an integral member of the Joint Fire Control team to support the vision and mission of Surrey Fire & Rescue Service as outlined below:

'Working with others, we want to make Surrey a safer place to live, work, travel and do business'.

Our mission statement

S - Serving the needs of our community

F - Flexibly responding to a constantly changing environment

R - Recognising and embedding diversity in everything we do

S - Solving challenges through intelligence driven collaboration, innovation and improvement

*The Job Description for this post defines it as "Firefighter (Control) in keeping with a National Joint Council (NJC) role map" adopted throughout the UK Fire Service.

SECTION A

The role of the Firefighter (Control)

The primary role of the Firefighter (Control) is to carry out emergency call handling, despatch and incident control procedures and assist the Crew Commander (Control) in supporting all elements of service delivery within the Joint Fire Control and throughout the tri-service operational environment.

The postholder will carry out this role through the performance of key tasks and responsibilities as specified in the job description.

Key tasks of the job

1.1 **Maintain information on Emergency Fire Service operational resources.**

- **Monitor the availability of operational resources** – Work in JFC and use the range of communications and mobilising equipment available to monitor availability of operational resources. This includes taking action to deal with factors that influence the availability of resources. Work with both primary and fall-back systems.
- **Manage information to support decisions on operational cover** – Update records relating to the availability of operational resources using information from both internal and external sources. This will include using both written and computerised records.

1.2 **Take responsibility for effective performance.**

- **Take responsibility for personal performance** – Be proactively involved in taking responsibility for your performance, including ensuring your own health and fitness for work in line with SFRS Occupational Health policies.
- **Establish and maintain effective working relationships with people** – Be committed to and involved in developing and maintaining effective working relationships with colleagues, team members, line managers and external contacts.
- **Develop your own skills to improve your performance** – Be personally involved in and committed to continually improving your performance through self-assessment and proactive action to resolve your development needs.

1.3 **Co-ordinate response to assist with resolution of event.**

- **Gather information to aid effective response** – Monitor communications from callers and other agencies relating to requests for emergency and

nonemergency assistance. This includes collecting information from a range of sources to assist with the appropriate response.

- **Mobilise resources in response to the needs of an event** – Use information collected to mobilise the right resources at the right time. This includes informing other agencies of needs for support services and taking account of all factors which influence an effective response.
- **Support emergency callers** – Provide support to callers by telephone, including identifying risks to their safety and advising on immediate action whilst waiting for response teams to arrive.
- **Support the ongoing needs of an event** – Monitor communications and act on information received to facilitate a successful conclusion to events. This includes making decisions based on information received and informing others of your actions.

1.4 **Maintain reliability and readiness of control operations equipment.**

- **Test communications and mobilising equipment** – Monitor and test the communications and mobilising equipment you use to ensure its readiness for operational use. This includes checking for faults and carrying out routine scheduled tests.
- **Maintain communication and mobilising equipment** – Complete general maintenance on the mobilising and communication equipment. This includes replacing consumable items, reporting faults and matters beyond your own authority to relevant people.

1.5 **Manage information to support the needs of your community.**

- **Gather required information** – Collect information about the community. This includes the relevance, accuracy and currency of information as well as the methods you employ in its collection and action you take to overcome any difficulties you encounter.
- **Inform and advise others** – Adopt appropriate methods and approaches to provide information and advice to both internal and external contacts. This includes other emergency services, support agencies and the general public.

1.6 **Support the development of colleagues in the workplace.**

- **Communicate your own skills and knowledge to colleagues** – Pass on your skills and knowledge at key opportunities in order to assist colleagues to improve their understanding and performance. This will include opportunities that arise from normal work activities and during debriefs and performance reviews.

- **Support development of colleagues** – Actively and proactively provide support to your colleagues, taking opportunities to assist with the development of skills and competence through demonstration and instruction. This may apply to new colleagues and to existing colleagues who are in a new working situation.

1.8 **Maintain and use databases.**

- **Retrieve and enter data to update databases** – Enter information, using keyboard skills, into computer applications used in your workplace. This includes text, numerical and graphical information.
- **Extract the required information** – Extract information across applications in order to produce reports and documentation which combine or merge data. This includes both numerical and textual information.
- **Output specified information to the required destination** – Present information in text, table or graphical format, or in any combination of these, to meet the needs of your customer. This includes use of predetermined formats for documents or reports within the tri-service.

***Key task 1.7 is a non-mandatory unit. The status of this unit will be determined by organisational need.**

SECTION B

Key responsibilities of the job

1. Answer and process emergency calls, providing support to callers by telephone. Identify risks to their safety and advise on immediate action whilst waiting for response teams to arrive.
2. Gather information from a range of sources to assist with the appropriate response in relation to requests for emergency and non-emergency assistance.
3. Mobilise the right resources in response to the needs of an event, including informing other agencies of the need for support services.
4. Transmit, receive and record messages via the radio system.
5. Be proficient in the operation of all Control equipment.

6. Monitor the availability of operational resources and ensure the correct availability of officers and appliances is shown at all times.
7. Update records relating to the availability of operational resources using information from both internal and external sources.
8. Monitor communications and act on information received to facilitate a successful conclusion to events and inform others of your actions.
9. Maintain accurate incident logs and enter information, using keyboard skills, into computer applications.
10. Monitor and test communications and mobilising equipment to ensure its readiness for operational use, including checking for faults and carrying out routine scheduled tests. Be proficient in all fall back and secondary control procedures.
11. Answer and process administrative calls, providing assistance as appropriate.
12. Record and report all defects as necessary e.g. transport, equipment and communications defects.
13. Carry out demonstrations or talks with visitors attending the Joint Fire Control.
14. Carry out other administrative duties as required.
15. Communicate your own skills and knowledge to colleagues to improve their understanding and performance. Proactively provide support to your colleagues, assisting with the development of their skills and competence through demonstration and instruction.
16. Work at Joint Fire Control secondary control as required e.g. for scheduled tests and emergencies.

General responsibilities

17. Carry out the duties commensurate with your role in a competent and effective manner to the highest standards of care and quality.
18. Ensure continued and effective working relationships with key stakeholders e.g. all emergency services as required.
19. Ensure own knowledge is current and undertake training as required to maintain, develop and enhance own skills, e.g. through attendance at in-house and external training courses. The level of competence for the skills base will be measured in accordance with the relevant National Occupational Standards.
20. Participate in assessments of workplace performance undertaken by Crew/Watch Commanders including undergoing assessments in the workplace and during training events.
21. Be available to attend for duty in line with Service requirements.

22. Serve in any other post at the same role within the Service.
23. Help ensure that the statutory obligations and objectives of the Fire and Rescue Service are met (in particular, the Health and Safety at Work Act 1974, the Fire and Rescue Services Act 2014).
24. To comply with, and enforce, all SFRS frameworks, policies and procedures, including but not limited to those relating to legal requirements such as equality, health and safety and information governance.
25. Ensure confidentiality as appropriate and the security of sensitive information in line with the Data Protection and Freedom of Information Acts.
26. To undertake the duties in such a way as to enhance and protect the reputation and public profile of SFRS.
27. Undertake any other duties which may be assigned to meet organisational needs, and which are reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined.

SECTION 5: Conditions of Appointment

This is an indication of the conditions of appointment and is not intended to be an exhaustive list.

The terms and conditions governing employment with SFRS are contained within a number of documents, particularly the National Joint Council for Local Authority Fire & Rescue Services Scheme of Conditions of Service supplemented by designated policies and circulars.

1 Pay

Rates of pay are currently as follows:

Starting Salary: Trainee Recruit – £26,852 per annum
During Development – £27,970 per annum
When Competent – £35,791 per annum

There is an additional Surrey allowance payable which is £1575.

You will be paid monthly by BACS transfer into a Bank or Building Society Account.

2 Hours of Duty

It is important to be aware that you will be required to work what may be considered unsocial hours, including weekends and public holidays.

The hours of duty at present are as follows:

An average of **48 hours per week**, 2 days of 10.5 hours and 2 nights of 13.5 hours, followed by 4 rest days over an 8-day cycle.

During training, a Firefighter (Control) will typically work Monday to Friday, 0900 to 1700 hours.

3 Training

On entry into the Service a trainee Firefighter (Control) undergoes an initial training programme which currently lasts a minimum of 7 weeks on full pay, after which you will be posted to a Watch within the Joint Fire Control.

All trainees will be enrolled onto the Level 3 Emergency Contact Handler Apprenticeship Programme. Please click here for further information. [Emergency contact handler / Institute for Apprenticeships and Technical Education](#)

Continuation training is carried out on the Watch, with specialist courses held at the Learning and Development Centre. Selected personnel are also required to attend residential courses both locally and at various fire training establishments in the United Kingdom. When required, employees must be available to attend training courses outside of their normal working pattern.

4 Location

This role is based at Joint Fire Control, Salfords.

5 Probation

Your employment is subject to a satisfactory completion of a probation period of 10 months during which time your progress will be monitored, and feedback will be provided. You will be obliged to follow all the procedures and rules laid down by SFRS.

6 Uniform

All items of uniform are provided free, and you are required to keep all items of uniform and equipment in good order.

7 Annual Leave

There is a generous Leave Scheme in operation. In addition, where a Firefighter (Control) is on duty or on rotary or annual leave on specified public holidays, you are granted one day off in lieu.

8 Sick Leave

Upon appointment you are covered by a Sick Leave Scheme which provides for pay during sickness absence. There are strict guidelines covering absence from duty.

9 Pension

On joining JFC you will become a member of the Local Government Pension Scheme (LGPS) upon commencing employment. You can opt out of this scheme if you so wish.

The current employee contribution rate payable to the scheme depends on your earnings and can be between 5.8% and 8.5% of the pensionable pay you receive. It should be noted that these rates are subject to change.

10 Pre-Employment Checks

Appointment is subject to:

1. A satisfactory medical examination / pre-employment health assessment.

2. Receipt of satisfactory references.
3. Verification of Qualifications.
4. Verification of eligibility to work in the UK.

11 Documentation Checks for the Prevention of Illegal Working

It is your responsibility to demonstrate you are entitled to work in the United Kingdom. If you are unable to produce the relevant documents, or the documents are not satisfactory, the offer of employment may be withdrawn. You will be required to produce original documents to verify your identity, one of which must be photographic identification.

12 Access To Transport / Driving Licence

You must have access to a form of transport which enables you to fulfil the requirements of the post in full. This includes working at the secondary Control room located at Broadcast House, Woodhatch for scheduled tests and emergencies as required.

SECTION 7: Selection Process – Firefighter (Control)

Online Application Form and Initial Shortlisting via Tribepad

Assessment

The assessment will test the following: Audiotyping, Typing Assessment and Group Work. There is a minimum standard to be attained. Only the highest performing candidates will progress to the next stage of the process.

Interview

Candidates will be required to attend an interview assessing the PQAs. The score obtained will form part of the final selection score. There is a minimum standard to be obtained. Only the highest performing candidates will progress to the next stage.

Pre-Employment Checks - Offers of appointment are conditional, subject to satisfactory pre-employment checks:

Verification of Qualifications – if using GCSE equivalencies, these must be as depicted via Tribepad.

Criminal Records Check – a satisfactory basic disclosure through Access NI will be required prior to appointment.

References – offers are subject to receipt of satisfactory references.

Verification of Eligibility to work in the UK – document checks to show eligibility to work in the UK.

Appointment

Candidates who have successfully completed all stages of the process will be made an offer in rank order, subject to the number of posts available. The highest performing candidates will be offered immediate vacancies. A pool of successful candidates will be held for **18 months**. Should further vacancies arise during the Reserve List period, candidates will be made an offer in rank order, which could include fixed term roles.

STAGE 3: Application Form – Completion of Shortlisting

The information provided in your application form plays a vital role in the shortlisting process. **Only those who have sufficiently demonstrated on their application form that they meet the criteria by the closing date will be invited to the next stage.**

Please ensure you carefully read Section 8: Guidance Notes regarding shortlisting.

STAGE 4: Assessment

The assessment will test the following: Audiotyping, Typing Assessment and Group Work. There is a minimum standard to be attained. Only the highest performing candidates will progress to the next stage of the process.

You will be required to complete a face-to-face assessment which will comprise a number of exercises to determine your suitability this will include:

1. **Audiotyping Test** which will assess the accuracy and speed of keyboard skills and listening skills.
2. **Typing assessment** which will assess retention skills.
3. Group Work
4. Online Assessment

There is a minimum standard to be attained when completing the tests. Only the highest performing candidates will be invited to the next stage. The numbers progressing will also be based on organisational need and the anticipated number of posts available.

The assessment dates as per the advert.

STAGE 5: Interview

You will be required to attend an interview based on the PQAs, details of dates as per the advert.

There is a minimum standard to be attained, and the score obtained will form part of the final selection score. Only the highest performing candidates will progress to the next stage of the process.

*** Please note the dates outlined in the advert are approximate and subject to change based on candidate numbers.**

During the interview you may be asked a series of questions which will assess the PQAs and your suitability to fulfil the role of a Firefighter (Control). The questions may require you to provide specific examples.

*** Please note the dates outlined are approximate and subject to change based on candidate numbers.**

There is a minimum standard to be attained.

All appointable candidates will be required to complete a verification check of online ability tests after interview and before being placed on the Reserve List.

STAGE 7: Pre-Employment Checks

Conditional offers will be subject to successful completion of pre-employment checks:

- 1 **DBS checks** – a satisfactory DBS check will need to be completed.
- 2 **References** – these will be requested from two referees, one of which must be your current or most recent employer. You must be specific when providing contact details for referees.
- 3 **Verification of Qualifications** - If using GCSE equivalencies, these must be as depicted in the Regulated Qualifications Framework (RQF) and you must provide evidence of this.
- 4 **Verification of eligibility to work in the UK** - following the introduction of the Immigration, Asylum and Nationality Act 2006 in respect of the prevention of illegal working, SFRS is obliged to conduct proof of identification and right to work in the UK checks. It is your responsibility to demonstrate you are entitled to work in the United Kingdom. If you are unable to produce the relevant documents, or the documents are not satisfactory, the offer of employment may be withdrawn. You will be required to produce original documents to verify your identity, one of which must be photographic identification.

Please note that checks will only be carried out at this stage if you are being offered an immediate vacancy. Reserve List candidates will be required to complete these checks at a later date (The only exception to this is the check relating to the verification of online tests – this will be required prior to anyone being placed onto the Reserve List.)

Pre-Employment Health Assessment

If you believe you have any medical issues that may impact on your ability to be appointed to the role of Firefighter (Control) such as eyesight, colour perception or hearing please contact the Resourcing Team as soon as possible who will provide you with further detail surrounding the standards required to ensure you are fully aware of the requirements of the role prior to appointment.

Medical Suitability

Medical suitability is determined by an individual assessment. The nature and effect of medical conditions may vary and therefore it is not possible to confirm medical conditions that would be unacceptable prior to an individual medical assessment.

The individual assessment will involve due consideration of any opinions or medical reports you may wish to submit. However, the decision on the significance of any risks identified will rest with SFRS.

Verification of Qualifications

If you have lost your original GCSE (or equivalent) certificates, you should write to your examination board now, in order to request either replacement certificates or a final certifying statement of results. It is important to note that if you do not provide the requested documentation, you will not be able to continue in the process and the offer of employment may be withdrawn.

STAGE 8: Appointment

Appointable candidates will be listed in order of merit according to their final selection score (which will be based on their score in the presentation/initial interview and final interview score), with the highest scoring candidate ranked first.

A pool of appointable candidates will be held for 18 months. Should further vacancies arise during the Reserve List period, candidates will be made an offer in rank order, which could include fixed term roles.

You will only be required to complete pre-employment checks if you are conditionally offered a post. (The only exception to this is the check relating to the verification of online tests – this will be required prior to anyone being placed onto the Reserve List.)

SECTION 8: Guidance Notes

General Guidance

- 1 Please read the candidate information pack before completing your application.
- 2 You must apply for the vacancy via Tribepad. We do not accept application forms via email.
- 3 We will not accept CVs, letters, additional pages or any other supplementary material in place of, or in addition to, completed application forms.
- 4 You must fully complete all sections on Tribepad before your application can be considered. Failure to do so will result in disqualification.
- 5 All applications must be received by the closing date. Late applications will not be accepted. It is your responsibility to ensure that your application is submitted successfully prior to the closing date and time. SFRS will not take into consideration the failure of information technology / systems to successfully submit completed application forms by the closing date. **Please ensure you allow yourself sufficient time to complete your application form – try not to leave this until the last minute.**

Completing your Application

- 10 You must provide sufficient evidence for your application to be assessed against the criteria for the post. Therefore:
 - Be specific about qualifications including level and grades.
 - Be specific about your length of experience ensuring you provide appropriate dates as no assumptions will be made.
 - If required to 'demonstrate' experience of a particular skill/task, please ensure you provide a specific example of this.
 - You should ensure that details are full, accurate and relevant to the post requirements.
 - Do not use abbreviations or complex technical detail.

Employment

- 11 The **Employment** section of the application form will **not** be provided to the Panel for shortlisting. You are still required to complete this section prior to submitting your form.

Qualifications

- 12 If you are relying on equivalent qualifications, you are responsible for clearly detailing the qualification and how an equivalency has been justified as no enquiries will be made by SFRS.

Note: General information and guidance on qualifications can be found on the following website: <http://ofqual.gov.uk> and the Register of Regulated Qualifications can be used to check what level a qualification is:
<https://www.gov.uk/find-a-regulated-qualification>

- 13 If your qualifications were obtained outside the United Kingdom, please see the guidance on equivalent qualifications at <http://ofqual.gov.uk/help-andadvice/comparing-qualifications/> Qualifications across Europe can be compared using the European Qualifications Framework:
<https://ec.europa.eu/ploteus>

You can also refer to UK NARIC at www.naric.org.uk/naric to obtain formal comparison of your qualifications if they were obtained outside of the UK.

- 14 You will be required to provide documentary evidence of all qualifications and claimed equivalencies as part of the pre-employment checks. It is important to note that if you do not provide the requested documentation, you will not be appointed.

Essential/Desirable Criteria

- 15 During shortlisting, you will only be assessed on the information contained within the Shortlisting section of your Tribepad, as this is the only area SFRS will receive the information from.
- 16 The Panel will not make assumptions about your skills and experience from the title of your post, years of experience or the nature of the organisation.
- 17 SFRS reserves the right to use both the essential and, if appropriate, desirable criteria for **shortlisting** purposes.
- 18 You must provide sufficient detail regarding how you meet all the essential and, if appropriate, desirable criteria at the closing date, otherwise your application will be rejected by the Panel.
- 19 You must demonstrate how you meet each criterion in the relevant section provided. **Each criterion is assessed individually and must therefore be completed in full, i.e. you must not rely on information included in other criteria or contained within your employment history to demonstrate how**

you meet a criterion. If you do not meet all of the essential criteria, you will not be shortlisted.

- 20 You should use specific examples to demonstrate that you have the experience and skills required and clearly show your personal involvement in any experience you quote. Ensure your answer relates to what you specifically did in the example, write 'I' not 'We' as the Panel can only shortlist on what you have done. It will not be sufficient simply to list the duties and responsibilities of posts held.
- 21 If you have not been shortlisted on a particular criterion, the panel will not review the remaining criteria.

Declaration

- 22 You will be required to declare that the information you provide in the application form is correct to the best of your knowledge. If you have provided false or misleading information this will render your application invalid, and any appointment offered will be rescinded or terminated.

Reasonable Adjustments

- 31 If you require any assistance/reasonable adjustments during any stage of the selection process due to a disability, please email:

lucinda.baker@surreycc.gov.uk or lorraine.coppard@surreycc.gov.uk

Communication between You and SFRS

- 33 We will communicate with you as soon as possible following each stage of the selection process and our primary form of communication with you will be via email. Therefore, please ensure you provide a valid email address to which you have ongoing access.

Please ensure you advise us of any changes to your contact details during the process.

- 34 If you have a query, please contact us at sfrs.recruiting@surreycc.gov.uk. You should note that we will only communicate with you about your application. We cannot communicate with any third party e.g. relative or friend.
- 35 Please remember that it is your personal responsibility to check your email folders for communication from us. This includes 'junk' folders, as some email providers may filter emails from us. When we have sent an email, it is your responsibility to ensure that you read it and take appropriate action. Please check your email folders frequently, as we may contact you at short notice.

SECTION 9: Additional Information

Equality Monitoring

We are committed to equality of opportunity for all employees and job applicants, regardless of gender, marital status, disability, age, religious affiliation, political opinion, ethnic origin, dependants or sexual orientation.

We select those suitable for employment and advancement solely on the basis of merit. In order to comply with legislative requirements, you must complete the Equality Monitoring Form. This also allows us to monitor the effectiveness of our policy of equal opportunities in employment and effectiveness of our recruitment advertising.

Assessment and Interview Documentation

You will be required to provide photographic identification at all tests and assessments in order to participate.

It is important to note that if you do not provide the requested documentation, you may not be able to continue in the process. Further details regarding acceptable documentation will be issued at the relevant stage with invitations.

Changes in Personal Circumstances

Please ensure that you inform us immediately of any changes in personal circumstances. If you decide at any point during the recruitment process to withdraw your application, please inform us as soon as possible.

Feedback

Due to the anticipated high volume of applications, it will not be possible to provide feedback following any stage of the selection process.

Confidentiality

You must not disclose the content of any stage of the selection process with anyone else while the process is live.

Data Protection

You should be aware that, when submitting an application form, we process the information provided for the purpose of meeting our legal obligations. We will provide your name, email address and possibly National Insurance Number to a third-party provider to facilitate identification regarding the online tests. In submitting an application, you are confirming you are content for this information to be shared for these purposes.

Correspondence

We will communicate with you as soon as possible following each stage of the selection process and our primary form of communication with you will be via email. Therefore, please ensure you provide a valid email address to which you have ongoing access.

Please remember that it is your personal responsibility to check your email folders for communication from us. This includes 'junk' folders, as some email providers may filter emails from us. When we have sent an email, it is your responsibility to ensure that you read it and take appropriate action. Please check your email folders frequently, as we may contact you at short notice.

SECTION 10: Is the role right for you?

Working as a Firefighter (Control) is both rewarding and challenging. The questions below will help you to decide whether you are likely to enjoy working as a Firefighter (Control).

Please read through each question carefully and tick **Yes** or **No** in the box provided.

	Yes	No
Are you prepared to commit to the time involved in participating in the selection process?		
Do you enjoy working as part of a team in a close-knit environment?		
Are you prepared to work long hours on a rotating dayshift and nightshift basis? i.e. 42 hours per week x2 days of 10.5 hours and x2 nights of 13.5 hours, followed by 4 rest days over an 8-day cycle.		
Are you prepared to work weekends and public holidays?		
Can you deal sensitively with members of the public in difficult situations when they are distressed?		
Can you work under pressure?		
Are you able to communicate important information clearly both verbally and in writing?		
Can you quickly build a rapport with people on the telephone and maintain a conversation whilst earning their trust in a pressurised situation?		
Are you prepared to work to strict uniform guidelines?		
Can you get on with people from different backgrounds and cultures?		
Do other people see you as dependable?		
Can you be relied upon to be somewhere on time?		
Can you stay focused in a busy environment?		
Do you have good listening skills?		
Can you solve problems and make informed decisions quickly in challenging situations?		
Are you prepared to work within a disciplined uniform service and take orders from a higher-ranking officer?		
Are you committed, enthusiastic and prepared to see situations through to their conclusion?		
Can you retain information in a pressurised situation?		
Are you prepared to maintain and develop your skills and study outside your normal working day?		

If you have answered 'No' to any of the above questions, we would encourage you to think seriously about whether this is the role for you. If you have ticked 'Yes' to all of the above, please complete our online application form. Please note, the above checklist does not need to be returned with your application form.

SECTION 11: Application Form Checklist

Please use the checklist below to help ensure that you have completed your Tribepad application.

Have you ...

- read the 'Important Guidance Notes for Applicants' within this information pack?
- read the 'Selection Process' in this information pack?
- clearly demonstrated how you meet all criteria requirements and provided sufficient detail within your application regarding this?
- listed current/previous employment details since leaving education, including details of posts held, exact dates (dd/mm/yyyy) and a brief summary of main duties?
- explained any gaps in employment and listed reasons for leaving previous employment?
- read and signed/agreed to the Personal Declaration? **Remember**, failure to provide complete and accurate information may lead to a withdrawal of employment/offer of employment if this is subsequently discovered.

The Job Description and Person Specification will help you prepare for the selection process.

All the information that you need to apply is provided in this pack. However, if you have any queries or require any further information please email:

sfrs.recruiting@surreycc.gov.uk.

We look forward to receiving your application.