**JOB DESCRIPTION**

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| **POST TITLE** | Fire Control Operator |
| **GRADE** | Firefighter Control |
| **FUNCTION** | Control |
| **PERMANENT BASE** | Control Room, Central Headquarters |
| **RESPONSIBLE TO** | Crew and/or Watch Manager (Control) |
| **RESPONSIBLE FOR** | N/A |

**OVERALL PURPOSE OF JOB**

Receive emergency calls from the public, promptly mobilise appropriate resources to resolve any situations quickly and arrange for the provision of ongoing support at operational incidents involving fire or hazardous materials, road traffic collisions and other emergencies by taking appropriate action to save and preserve life and to protect people, property and the environment to minimise loss of life and damage to property. Also to promote and enforce safety awareness within the community.

**MAIN RESPONSIBILITIES**

**General Duties:**

* All key responsibilities detailed in the job description are referenced to the rolemap for Fire Control Operator.
* Contribute towards the completion of requirements and undertake administrative tasks as and when required relevant to the role and to maintain Control resources in a state of readiness to ensure their availability during operational incidents.
* To contribute towards the completion of departmental requirements and undertake administrative tasks as and when required relevant to the role.
* To collect information about the organisation and the community and communicate this information in the most suitable format to both internal and external contacts.

**Prevention & Protection:**

* To collate information on risks and resources available within the community to inform the planning for and effectiveness of responses to operational incidents.

**Operational:**

* To monitor the availability of operational resources and take action to deal with factors that influence the availability of resources.
* To update records relating to the availability of operational resources using information from both internal and external sources.
* To work with both primary and fall back systems, both written and computerised records.
* To gather information from a range of sources to aid effective response
* To mobilise resources in response to the needs of an event
* To provide support to callers by telephone, including identifying risks to their safety and advising on immediate action whilst waiting for response team to arrive.
* To support the ongoing needs of an event by monitoring communications and act on information received to facilitate a successful conclusion to events.

**Core Responsibilities & Values:**

* To take responsibility for personal performance, as detailed in the appropriate rolemap, and the attainment of the appropriate vocational qualification to ensure the required skills, knowledge and demonstration of competence to fulfil the role.
* Comply at all times with the employee code of conduct, service behaviours and code of ethics for fire and rescue staff
* Fully participate in the service’s personal review process appropriate to the requirements of the role
* Successfully complete any training and development opportunities required for the role.
* Practice and promote the service’s equality & diversity and health, safety & wellbeing policies.
* Ensure risk is managed effectively within the section in accordance with the service’s strategies and plans.
* Be responsible for the accurate and appropriate security and processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
* Proactively identify and support continuous improvements to ways of working within own areas of responsibility and the wider team.
* Carry out other duties from time to time as required, appropriate to the grading of this post.

**ANY OTHER INFORMATION** (including special conditions of service)

**NOTE:** This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

**PERSON SPECIFICATION**

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| **Criteria** | | **Essential** | **Desirable** |
| **Qualifications** |  | |  |
| Commitment to CPD & attaining role specific qualifications as required | | x |  |
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| **Knowledge** |  | |  |
| Equality & Inclusion, Health, Safety & Risk Management | | x |  |
| Working with the community including developing personal/ organisational / working relationships | | x |  |
| Co-ordinating information for command support | | x |  |
| Information collection methods – accessing information from a wide range of sources. | |  | x |
| Provide advice / support for the development, implementation, and testing of policies relating to the Fire Service | |  | x |
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| **Experience** | |  |  |
| Administration experience including planning techniques | | x |  |
| Experience of ICT Systems including Microsoft Office applications | | x |  |
| Excellent keyboard skills | | x |  |
| Proven ability to communicate effectively | | x |  |
| Research and Report writing; preparing management information – collection and submission of management information. | |  | x |
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| **Personal Effectiveness** |  | |  |
| Proven oral and written communication skills | | x |  |
| Consistently projects and promotes a confident, controlled and focused attitude in highly challenging situations | | x |  |
| Committed and able to develop self, to improve organisational effectiveness | | x |  |
| Promotes diversity and demonstrates a fair and ethical approach in all situations | x | |  |
| Proactively supports change, seeking opportunities to promote improved organisational effectiveness | x | |  |
| Maintains an active awareness of the environment to promote safe and effective working | x | |  |
| Understands and applies relevant information to make appropriate decisions which reflect key priorities and requirements | x | |  |