

WEST YORKSHIRE FIRE & RESCUE SERVICE

JOB DESCRIPTION

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| POST TITLE: | Fire Fighter (Control) |
| RESPONSIBLE TO: | Crew Manager (Control) |
| RESPONSIBLE FOR: | |
| PURPOSE OF POST: | Receive emergency calls and mobilise appropriate appliances, officers and equipment. Provide fire survival guidance to callers trapped. Provide continual support to crews at incidents, to minimise loss of life and damage to property. Monitor and maintain resource cover throughout the county. |

MAIN DUTIES AND RESPONSIBILITIES

1. Incident Management

- Receive and monitor communications from callers and other agencies relating to emergency and non-emergency assistance.
- Mobilise fire and rescue service response based on gathered information.
- Assess danger to the caller and give appropriate advice.
- Receive, record and relay information, relating to emergency calls, from mobilised resources or other agencies, organisations and authorities relating to emergency calls.
- Process requests for attendance of, and liaise with, other agencies and authorities.
- Mobilise additional resources to fire service incidents as required and inform operational managers.
- Receive, record and relay requests for specialist information.
- Access and transmit specialist information.
- Process non-emergency calls as appropriate.

2. Maintain information on Emergency Fire Service operational resources

- Monitor and maintain availability of appliances and officers to ensure sufficient levels of cover.
- Determine and monitor resource state of readiness.
- Assist in the evacuation and re-instatement of the emergency Control Room when necessary.

3. Maintain reliability and readiness of control operations equipment

- Operate the service mobilising and communications systems.
- Test communications and mobilising equipment.
- Maintain communications and mobilising equipment.

- Record, report and take appropriate action to resolve system failures.

4. Enter and integrate data and present information using a computer system

- Retrieve and enter data to update databases.
- Extract information and integrate different types of data.
- Deliver specified information to the required destination.
- Present information in various formats.

5. Take responsibility for effective performance

- Take responsibility for personal performance.
- Establish and maintain effective working relationships with people.
- Develop your own skills to improve your performance.
- Actively support the integration and development of self and others.
- Contribute to promoting a culture of excellence and continuous improvement at all times.
- Demonstrate evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards.

6. Other Duties

- Advise on safety matters to inform your community.
- Comply with all organisational policy and guiding frameworks.
- Responsibility to ensure any data produced in relation to the role is accurate and current.
- Implement and promote the Authority's policies on Health & Safety, Information Security Management System and Equality & Diversity.
- Contribute to the continuous improvement of service delivery.
- Deputise for Crew Managers (Control) in their absence.
- Comply with the operational policies and procedures of the Authority.
- Process and maintain information (electronic, written and verbal) as required to meet Authorities' requirements.
- Comply with operational policies and procedures listed in the Control Handbook and any other within the Authority.
- Identify and supply service related information to internal and external customers, on request.
- Provide operational incident information to the media.
- To undertake any other duties which are commensurate with the post as directed by management.

PERSON SPECIFICATION/SHORTLISTING CRITERIA

In order to be shortlisted for the post you will need to demonstrate your ability to meet the requirements of the role by giving clear, concise examples of how you meet each of the following person specification criteria on your application form.

You will only be shortlisted from the details in the application form if you meet all Essential criteria, i.e. items you must be able to do from day one to be able to perform the role. If a large number of applications are received, only those who also meet the Desirable criteria will be shortlisted, i.e. criteria you need to undertake the role, but which could be learnt during training.

There may be some criteria that are identified through 'Selection Process' only. You will only be assessed on these criteria during the selection process and not from your application form, this may involve tests, presentations, interview etc.

| | Experience | Essential/ Desirable | Where Identified |
|---|--|---------------------------------|--------------------------------------|
| 1 | Computer literate. Be competent in operating 'Windows' based applications. | Essential | Application Form & Selection Process |
| 2 | Experience of dealing with people in stressful situations | Essential | Application Form & Selection Process |
| 3 | Previous experience of working in an emergency control room environment | Desirable | Application Form |

| | Education and Training | Essential/ Desirable | Where Identified |
|---|--|---------------------------------|--------------------------------------|
| 4 | GCSE Grade 'C' English or an equivalent level 2 literacy qualification OR NVQ Level 3 Emergency Fire Services Control Operations qualification. | Essential | Application Form & Selection Process |
| 5 | Commitment to continuous professional development. | Essential | Application Form & Selection Process |

| | Special Knowledge and Skills | Essential/ Desirable | Where Identified |
|---|---|---------------------------------|--------------------------------------|
| 6 | Effective and confident telephone communicator | Essential | Application Form & Selection Process |
| 7 | Audio keyboard skills of 35 words per minute (minimum) | Desirable | Application Form & Selection Process |
| 8 | Ability to work calmly under pressure | Essential | Application Form & Selection Process |
| 9 | Displays aptitude, ability and motivation to undertake intensive initial and ongoing training | Essential | Application Form & Selection Process |

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| 10 | A good level of verbal and written communication skills | Essential | Application Form & Selection Process |
| 11 | A flexible approach in relation to the needs of the role | Essential | Application Form & Selection Process |
| 12 | Ability to work as part of a team and use own initiative when required | Essential | Application Form & Selection Process |
| 13 | Ability to maintain confidentiality | Essential | Application Form & Selection Process |
| 14 | Ability to quickly comprehend written and verbal instructions and apply accordingly | Essential | Application Form & Selection Process |
| 15 | Demonstrate a proactive, confident and resilient approach. | Essential | Application Form & Selection Process |
| 16 | Ability to provide a commitment to the Authority's shift systems | Essential | Application Form & Selection Process |
| 17 | Ability to communicate effectively in a community language, e.g. Polish, Urdu, Gujarati, Chinese, Punjabi | Desirable | Application & Selection Process |
| 18 | An understanding of and commitment to Health and Safety in the workplace | Essential | Selection Process |
| 19 | Demonstrate commitment to good quality data in all areas of work | Essential | Application & Selection Process |
| 20 | Demonstrate an understanding of the importance of equality and diversity to West Yorkshire Fire & Rescue Service as an employer and service provider | Essential | Selection Process |

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