

Job Description

For Fire Control Operator Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Fire Control Operator	JEID	N/A
Salary Grade:	Firefighter Control - £22,198 - £29,587		
Team:	Fire Control		
Service Area:	Warwickshire Fire & Rescue Service		
Primary Location:	WFRS HQ - Leamington Spa		
Political Restriction	This position is not politically restricted.		
Responsible to:	Station Commander Control		
Responsible for:	N/A		

Role Purpose

To receive emergency calls for assistance, mobilise appropriate resources and support ongoing needs of the incident.

Role Responsibilities

To receive emergency telephone calls and mobilise resources in accordance with laid down procedures.
To understand and use the computerised mobilising systems.
To monitor progress of incidents, updating records and mobilising additional resources as required.
To operate communications systems including radio, paging, IT systems, telephone systems.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Fire Control Operator
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Main Tasks

- To update and maintain general mobilising information.
- To notify other statutory authorities of incidents as appropriate.
- To communicate with members of the Public, officers and other members of Warwickshire County Council and Fire and Rescue Staff, statutory authorities and Watch members.
- To undertake supporting activities as required.
- To update the status of Fire appliances and officers to support operational readiness.
- To understand Service Orders, instructions and sources of information.
- To carry out system and equipment tests as required.
- To attend internal and external training courses as appropriate. To undertake Watch related training as required and be responsible for the accuracy of personal training records.
- To monitor whole-time and retained duty system availability using the computerised systems.
- To carry out tasks set by the Station Commander Control accurately and within deadlines.
- Undertake Control Room operations, supporting business continuity, major incidents and loss of full/part technical functionality, in line with defined procedures (fall-back/resilience/escalation) or as advised.
- Participate in post incident debriefs to support continuous improvement.
- Contribute to promoting a culture of excellence at all times.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Communication Skills - able to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information. Has good listening skills; speaks and writes clearly and concisely with good command of English.	A,T,I
Customer Service – delivers a high standard of customer care to manage customer and service expectations. Provides a high quality, professional service to customers by using clear communication, taking ownership of enquiries and finding solutions.	A, I
IT Skills - Proficient keyboard skills. Ability to input quickly and accurately details of an emergency call/incident message onto the IT System. Experience of using databases.	A,T, I
Team working - works co-operatively with others to be part of a team, as opposed to working separately or competitively. Actively participates in team working. Treats others with courtesy.	A,I
Commitment to Personal Development - demonstrates a desire to continue own development with skills required for the role and/or learning new skills	A,I, D

Planning and organising – keeps track of own workload and is able to think ahead in order to establish an efficient and appropriate course of action for self and others. Organises and prioritises effectively in order to meet conflicting demands and deadlines. Co-ordinates many tasks simultaneously and maintains a high degree of accuracy and attention to detail.	A,T,I
Resilience - manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations. Demonstrates an approach to work that is characterised by self-motivation, commitment and energy.	A, I
Flexibility - adapts and works effectively with a variety of situations, individuals or groups. Understands and appreciates different and opposing perspectives on an issue. Ability to work flexibly and adapt an approach as the requirements of a situation changes and accept these changes.	A, I

Desirable Criteria

Assessed By:

Decision Making - able to evaluate the best course of action when faced with a problem or number of options. Knows when to refer to a more senior level. Uses initiative and takes responsibility for the consequences of own decisions.	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing

<input checked="" type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	Providing (over telephone) support and advice to distressed members of the public