

# Firefighter (Control)



## Salary

### Development

Following completion of initial training, whilst in development

**£28,865**

*per annum*



### Competent

Once assessed and certified as fully competent in role.

**£36,937**

*per annum*

*Please note, the salary is reviewed annually*

## The role

Our Firefighters (Control) play a vital role in receiving calls and coordinating emergency responses to incidents across Warwickshire. They are dedicated to ensuring that help reaches those in need as quickly and efficiently as possible. The key responsibilities include:

### Answering Emergency Calls

Receiving and processing emergency calls, obtaining crucial information, and dispatching appropriate resources to the incident location in a timely manner. Emergency calls can be challenging at times and can come in many forms such as small/large fires, water rescue, animal rescue, road traffic collisions or chemical incidents.

### Incident Management

Coordinating and managing resources such as fire engines, specialist vehicles and personnel to effectively respond to incidents. This could include providing guidance and support to crews at an incident, prioritising responses and accurately recording incident details onto an incident log.

### Communication and Coordination

Acting as the central point of contact for emergency services, ensuring efficient communication between fire crews, police, ambulance services, and other partner agencies to facilitate a coordinated response to incidents. Working in a team environment, it is essential that excellent communication skills are employed.

### Information Management

Recording and maintaining accurate information within the control room systems, including incident logs, resource availability and tracking the status of ongoing incidents.

### Decision making

Making critical decisions under pressure, such as, assessing the severity of incidents, allocating appropriate resources effectively and providing guidance and support to emergency callers in distress.

### Support and Assistance

Providing support and reassurance to members of the public during emergency calls, offering guidance for immediate action before our fire crews arrive on scene.



## Essential criteria

### To become a Warwickshire Fire and Rescue Service Firefighter (Control), you must:

- Be at least 18 years old to apply; there is no upper age limit
- Have excellent communication skills
- Have excellent keyboard skills
- Have excellent listening skills
- Must hold GCSE Maths and English at grade 4-9 or equivalent

It's crucial to note that working in our Fire Control Room requires strong communication skills, the ability to remain calm under pressure, and the capability to multitask and make rapid decisions in challenging situations. Our Firefighters (Control) are an essential part of the emergency response team, playing a pivotal role in safeguarding lives and property during emergencies.

## Recruitment process

We invite individuals who are passionate about making a difference in their community to consider joining our team in the Fire Control.

Our recruitment process seeks individuals with strong communication skills, acute attention to detail and the ability to remain composed and effective under pressure. While prior experience in emergency response or call centre operations is advantageous, prospective candidates are encouraged to apply if they possess a passion for supporting their community and are committed in undertaking the 18-month (on average) training.

## Selection Process

The recruitment process for our Firefighters (Control) typically involves an application stage, followed by a series of assessments designed to evaluate candidate suitability for the role. This is usually succeeded by an interview and pre-employment checks to ensure that the most suitable candidates are selected to join the team.

Our message is clear: resilient individuals who care deeply about community safety and are eager to contribute to the critical task of coordinating emergency responses are encouraged to explore career opportunities within Fire Control.

If you're interested in learning more about career opportunities with us, please get in touch with recruitment via email:

[ffrecruitment@warwickshire.gov.uk](mailto:ffrecruitment@warwickshire.gov.uk)

For more information got to:

[www.warwickshire.gov.uk/fire-control-1](http://www.warwickshire.gov.uk/fire-control-1)

