

Job Description

For Apprenticeship 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

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|-----------------------|--|------|-------|
| Job Title: | Apprentice Fire Control Operator | JEID | X0002 |
| Salary Grade: | Apprenticeship Pay Scale | | |
| Team: | Fire Control | | |
| Service Area: | Warwickshire Fire & Rescue | | |
| Primary Location: | WFRS HQ – Leamington Spa | | |
| Political Restriction | This position is not politically restricted. | | |
| Responsible to: | Station Manager Control | | |
| Responsible for: | N/A | | |

Role Purpose

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

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 3 Emergency Service Contact Handling apprenticeship aligned to this post.

Role Responsibilities

The following responsibilities will be learned and eventually mastered by the apprentice via work-based training and experience throughout the apprenticeship:

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.

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 always promoting a culture of excellence.

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:

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| Holds a minimum of five GCSE passes (grade A – C or 9 – 4), including English and Maths | A, D |
| The ability to organise own travel requirements to attend work settings as and when required | A, I |
| Communication Skills – able to be clearly understood. 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. | A, I |
| IT Skills – Proficient keyboard skills. Ability to input quickly and accurately details of an emergency call/incident message onto the IT System. | 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. | 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. | A, I |
| Resilience – manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative or emotionally demanding | A, I |

| | |
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| situations. Demonstrates an approach to work that is characterised by self-motivation, commitment, and energy. | |
| 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:

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| A keen interest in the career pathway enabled by this apprenticeship | A, I |
| Any previous work experience in a customer service and/or office environment | A, I |
| Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, National Citizenship Service, or charity work | A, I |
| Knowledge of and interest in working for Warwickshire County Council and/or public services | A, I |
| Decision Making – able to evaluate the best course of action when faced with a problem or number of options. 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 |

| | |
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| <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 checked="" type="checkbox"/> Other (please specify): | Providing (over telephone) support and advice to distressed members of the public |