



Protecting local  
communities

## Vacancy

- Job Title:** Retained Fire Control Operator
- Hours:** Upto 120 Hours per week standby cover (Job share will be considered)
- Salary:** £1,698 -£2,263.50 per annum pro rata for providing standby cover plus £10.34-£13.78 per hour for training and hours worked
- Location:** Training and Administration Hub, Queens Meadow Business Park, Hartlepool, TS25 5TH

Cleveland Fire Brigade is looking for motivated, dependable, flexible individuals to support in providing an extra level of resilience within its state of the art Fire Control Room.

This role offers an exciting opportunity for individuals who wish to work part time in a challenging environment whilst supporting us in keeping the people of Cleveland safe.

Working on a standby basis you will provide up to 120 hours of cover per week. Job share will be considered where applicants cannot commit to a minimum of 90 hours per week.

During your standby period you may be called upon to work. You will then be required to report promptly to the control room where you will work as part of a team to receive and action emergency and non emergency calls. This will include mobilising resources to operational incidents, maintaining communication channels with operational crews and members of the public whilst keeping accurate records of actions.

Hours of standby cover will be rostered by the Brigade and will include a minimum of 2 blocks of 10.5 hours to cover the Fire Control Room's day shift, Monday to Friday.

In order to maintain competence you will also be required to work in the Fire Control Room for 3 hours each week plus 1 day shift every calendar month.

Successful candidates must have demonstrable experience of working within a dynamic, high pressure environment and be able to display resilience, with the ability to remain calm and focused in challenging situations.

ICT literacy is essential as is the ability to communicate effectively with people at all levels. Previous experience of working within an emergency service control room would be desirable but is not essential as full training will be given.

The training schedule is as follows:

- 2 weeks of full time 0830-1700 Monday to Friday Induction Course
- A further three/four months working one day a week with a designated mentor watch to conduct on watch development training. This also requires a degree of flexibility as it may take longer than the three months depending on individual's development.
- A three hour drill night weekly on a designated mentor watch.

**Closing Date: 12am 4<sup>th</sup> October 2020**  
**Shortlisting: W/C 5<sup>th</sup> October 2020**  
**Psychometric Assessments: 6<sup>th</sup> to 13<sup>th</sup> October 2020**  
**Role Related Assessments: 19<sup>th</sup>, 20<sup>th</sup> PM and 21<sup>st</sup> October 2020**  
**Interview: Week commencing 26<sup>th</sup> October 2020**  
**Training: Week commencing 16<sup>th</sup> November 2020 for 2 weeks**

To obtain an application form and information pack you can email [recruitment@clevelandfire.gov.uk](mailto:recruitment@clevelandfire.gov.uk) or contact the Human Resources Department on 01429 874019.

You will be joining a proud, passionate, professional and inclusive team and will have access to a range of benefits including:

- Flexible working with our annualised hours system
- Membership of the Local Government career average pension scheme
- Family friendly policies to help you manage your home and work life balance
- Free access to up to date on-site gyms
- Support when you may need it from the Fire Fighters Charity
- Discounts from local and national chains / suppliers with your Blue Light Card
- 24/7 Employee Assistance line plus excellent occupational health services
- Free parking at any of our sites

We are an Equal Opportunities employer and aim to ensure that our workforce is representative of the communities we serve. We understand that having a workforce which is made up of those from the wide range of communities, localities and backgrounds will enable us to offer the best possible service through strong community links, better understanding of our communities and providing opportunities for all. We particularly welcome applications from individuals from Black or Minority Ethnic Backgrounds (BME), those who identify as Lesbian, Gay, Bisexual or Transgender (LGBT) or are registered as disabled as these groups are currently underrepresented within our workforce.



Protecting local communities

## Job Description and Person Specification

# Fire Control Operator

---

## Job Description

Role Title	<b>Fire Control Operator</b>	Reporting to	<b>Fire Control Supervisor</b>
Location	<b>Training and Administration Hub</b>	Role/Grade	<b>FF</b>

### **Purpose of the Job**

To receive and action all emergency and non emergency calls whilst maintaining operational readiness

## **Key Duties and Responsibilities**

### **Corporate**

- 1.1 To create a positive working environment by promoting the Brigade's values and behaviours equality, diversity and inclusion, health and safety, and health and wellbeing
- 1.2 To ensure individual continuous development to improve personal and organisational performance
- 1.4 To ensure compliance with the Data Protection Regulations
- 1.5 To take part in Personal Development Reviews and complete Personal Development Records in accordance with Brigade procedure
- 1.6 To maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role

### **Functional**

- 1.7 **To assist the Watch Manager and Station Manager in contributing towards:**
  - Successful operations within the busy Fire Control Room.
  - Take emergency calls and mobilise resources to operational incidents as part of a team in accordance with Brigade Policy.
  - Liaise with key agencies both for incidents and through community safety initiatives.
  - Liaising with resources for the successful culmination of operational incidents.
  - Contribute to projects as identified through the Brigade Plan and provide reports as required
- 1.8 **To contribute to delivery of the following services on a day-to-day basis:**
  - Create and maintain a good working relationship with colleagues and contribute to decision making for the effectiveness of the team.
  - Comply with all service policy, guiding frameworks and legal requirements.
  - Support personnel to the required standard as required which may include any specialist activities eg First aid and/or specialist equipment
  - Problem solving including the ability to gather and evaluate information from various sources and determine potential solutions.
  - Monitor, test and record equipment and resources to maintain operational readiness and to update all related records, which will include completion of defect notes, computerised records and any other records
  - To keep up to date with the latest developments and changes to legislation.

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

### **Role Map**

In addition to the general qualities required, the post holder is subject to some aspect of the Fire and Rescue Service Role Map. You will be expected to evidence that you are competent when judged against this role map and maintain that competence through continuing professional development.

- CO1 Maintain information on EFS operational resources
- CO2 Take responsibility for effective performance

- CO3 Co-ordinate response to assist with resolution of event
- CO4 Maintain reliability and readiness of control operations equipment
- CO5 Manage information to support the needs of your community
- CO6 Support the development of colleagues in the workplace
- CO7 Drive, manoeuvre and redeploy fire service vehicles
- CO8 Enter and interrogate data and present information using a computer system

### **Values and Behaviours**

The Authority's 'PRIDE' values are underpinned with a set of expected behaviours for everyone that works for and governs Cleveland Fire Brigade. These behaviours link to leadership and relate to: the impact you have on others, outstanding leadership, service delivery and organisational effectiveness. They are split into four levels which can broadly be matched to roles. These levels are designed to be cumulative so those working in management roles should also demonstrate the preceding level(s) of behaviour. People who are appointed/promoted to and/or developed in roles within the Brigade should be aiming to demonstrate the behaviours relevant to the post to which they are aspiring.

A copy of our values and behaviour framework is included within the Brigade's application pack; if this is not the case please contact the Brigade's Human Resource team as behaviours will be assessed throughout the recruitment/promotion processes.

### **Uniform**

The person appointed to this post is required to wear a uniform and will be provided with the 'Blue Work Wear Uniform' as set out in the Brigade's Dress and Appearance Policy.

## Person Specification

Category	Criteria	Measure
<b>Qualifications Competences</b>	<ul style="list-style-type: none"> <li>• Excellent numeracy &amp; literacy skills (E)</li> <li>• Committed to continued professional development (E)</li> <li>• IT competent in the use of Word, Excel, PowerPoint, Outlook (E)</li> <li>• Organisational skills including ability to work with competing demands to meet organisation priorities and deadlines (E)</li> <li>• Excellent interpersonal skills, including the ability to challenge and accept challenge from both internal and external stakeholders in an appropriate manner (E)</li> <li>• Hold of working towards a qualification in Fire Control/Mobilising (D)</li> </ul>	<p>C/A</p> <p>C</p> <p>I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/C</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of working within a dynamic, high pressure environment with time constraints (E)</li> <li>• Experience of working within a workplace involving effective communication with varied sources (E)</li> <li>• Experience of maintaining records and handling sensitive and confidential information (E)</li> <li>• Experience of working within an Emergency Service Control room (E)</li> <li>• Experience of working within a Fire Service Control room (E)</li> </ul>	<p>AF/I</p> <p>AF/C</p> <p>AF/I</p> <p>AF/I/R</p> <p>AF/I/R</p>
<b>Skills, Knowledge and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Problem solving skills, including the ability to gather and evaluate information from various sources and determine potential solutions (E)</li> <li>• Ability to communicate complex information to and from various agencies (E)</li> <li>• Tactfully deal with sensitive situations (E)</li> <li>• Self motivated (E)</li> <li>• Able to work in a team (E)</li> <li>• Ability to display resilience, remaining calm and focussed in challenging situations (E)</li> <li>• Continually project a positive image of the organisation in appearance, attitude, manner and bearing (E)</li> </ul>	<p>AF/I/A</p> <p>AF/I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to meet the Service's medical requirements ( E)</li> <li>• Commitment to Equality and Diversity (E)</li> </ul>	<p>AC</p> <p>AF/I</p>

	<ul style="list-style-type: none"> <li>• Commitment to Health and Safety (E)</li> <li>• Prepared to work a rotating shift pattern including days/nights/weekends and public holidays (E)</li> </ul>	AF/I  I
--	---	---------------

**Key Criteria**

E = Essential

D = Desirable

AF = Application Form

AC = Assessment Centre

I = Interview

R = References

C = Certificate