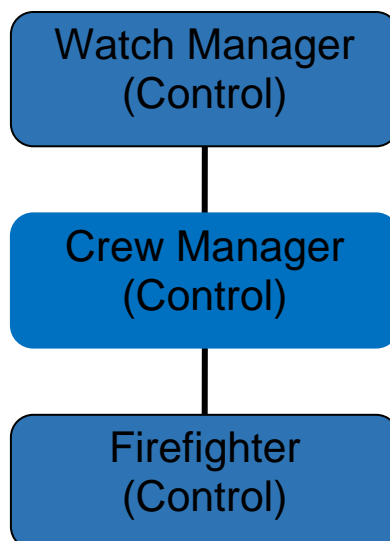


Job Title:	Firefighter (Control)		
Post Reference		Permanent/ Temporary	
Role:	Firefighter (Control)	Hours:	42 Over Watch Rota
Reports to:	Crew Manager (Control)/Watch Manager (Control)		
Line Management responsibilities: (Direct and Indirect)	N/A		
Directorate / department:	Service Delivery - Control		
Location:	BHQ, Reading		
Politically restricted:		No	

Main Purpose of the Job:

Receive and handle emergency calls from the public, appropriately dispatch resources to resolve incidents, and arrange ongoing support for staff in attendance at incidents.

Organisational Structure



Role Map Duties and Responsibilities:	
CO1. Maintain information on fire & rescue operational resources	<ul style="list-style-type: none"> • Understand the requirements for maintaining information on fire and rescue operational resources • Be able to maintain information on fire and rescue operational resources
CO2. Take responsibility for effective performance in fire & rescue control operations	<ul style="list-style-type: none"> • Understand the requirements for taking responsibility for effective performance in fire and rescue control operations • Be able to take responsibility for personal performance • Be able to work with others in a fire and rescue control operational environment <p>Be able to develop their own skills and knowledge</p>
CO3. Gather information to co-ordinate a fire & rescue response	<ul style="list-style-type: none"> • Understand the requirements for gathering information to co-ordinate a fire and rescue response • Be able to gather information in relation to fire and rescue incidents <p>Be able to support emergency callers</p>
CO4. Co-ordinate a fire & rescue response	<ul style="list-style-type: none"> • Understand the requirements for co-ordinating a fire and rescue response • Be able to respond to an incident • Be able to support the response to an incident
CO5. Maintain the reliability and readiness of fire and rescue control operations equipment	<ul style="list-style-type: none"> • Understand the requirements for maintaining the reliability and readiness of fire and rescue control operations equipment • Be able to check fire and rescue equipment in accordance with organizational procedures • Be able to maintain fire and rescue equipment
CO6. Manage fire and rescue information to support the needs of the community	<ul style="list-style-type: none"> • Understand the requirements for managing fire and rescue information to support the needs of the community • Be able to gather information to support the needs of the community • Be able to provide information and advice to support the needs of the community
CO7. Use specialist or bespoke software in fire and rescue control room operations	<ul style="list-style-type: none"> • Understand the use of specialist or bespoke software • Be able to use specialist or bespoke software in fire and rescue control room operations

Key responsibilities and Deliverables

- Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct and integrity, and demonstrating commitment to helping the Service achieve its vision of a Safer Berkshire.
- Promote and adhere to the Service's policies on equality and fairness, and treat colleagues and members of the public with respect. Value the contributions of a diverse workforce, and respond to the different needs of individuals and groups within the organisation and in the community.
- Practise and promote the Service's policies to support the health and safety of themselves, their colleagues, and anyone else who may be affected by their actions.
- Take responsibility for their own performance (including personal fitness) and participate positively in development activities. Contribute to the development of others.
- Participate, if required, in any investigations or procedures relating to disciplinary or legal matters.
- Act in an environmentally responsible manner by minimizing pollution and the wasteful use of energy and resources.
- In order to secure the best possible service to the public or the welfare of their colleagues, all employees may from time to time be asked to undertake duties which are appropriate to their capabilities and grade/role, but which fall outside their usual area of responsibility. Employees are expected to make every effort to respond positively to such requests.

Personal Specification

Qualifications	On recruitment	After Training
English GCSE A – C or equivalent	X	
Mathematics GCSE A – C or equivalent	X	

Knowledge, skills and experience	On recruitment	After Training
Effective and confident written and oral communication skills	X	
Good keyboard skills	X	
Effective and confident telephone communicator	X	
Able to absorb verbal and written information and apply this both practically and theoretically	X	
Able to work calmly under pressure	X	
Able to prioritise tasks appropriately	X	
Displays a flexible attitude	X	

Ability to follow instruction in a timely and effective manner	X	
Responds positively to opportunities for personal development	X	
Evidence of conscientious and proactive to work to achieve and maintain excellent standards	X	
Able to establish a rapport with distressed callers		X
A Working knowledge of the topography of the Fire Service		X
Aware of responsibilities for Health & Safety at work		X
Experience of working in a control room environment		X
Previous audio experience		X
Experience of using databases		X

Other Requirements

Able to satisfy the medical and fitness requirements of the role, including minimum standard of hearing.

Able to commit to the shift duty system.

RBFRS Behaviours

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

Personal Impact	<p>Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies.</p> <p>Take responsibility for your own performance (including personal fitness) and participate positively in development activities.</p>
Working Together	<p>Promote and adhere to the Service's policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice.</p> <p>Contribute to the development of others.</p>
Delivering Quality and Service	<p>Treat members of the public with respect.</p> <p>Respond to the different needs of individuals and groups within the organisation and in the community.</p>
Organisational Effectiveness	<p>Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour.</p> <p>Demonstrate commitment to helping the service achieve its</p>

	corporate commitments and vision.
Safety and Wellbeing	Practice and Promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.

Profile prepared by:	Julie Summers		
Approved by:	Simon Harris		
Profile effective from:	October 2021	Last reviewed:	October 2021
Post holder name		Signature	
		Date	