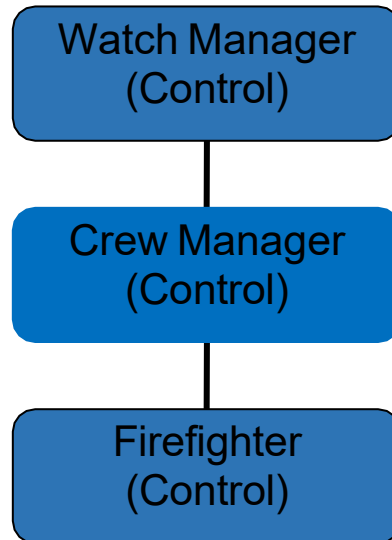


Job Title:	Firefighter (Control)		
Post Reference		Permanent/ Temporary	Temp
Role:	Firefighter (Control)	Hours:	42 Over Watch Rota
Reports to:	Crew Manager (Control)/Watch Manager (Control)		
Line Management responsibilities: (Direct and Indirect)	N/A		
Directorate / department:	Service Delivery - Control		
Location:	BHQ, Reading		
Politically Restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Level of DBS Check Required	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
Safeguarding Level Required	<input checked="" type="checkbox"/> Level 1 <input type="checkbox"/> Level 2		
Main Purpose of the Job: <p>Receive and handle emergency calls from the public, appropriately dispatch resources to resolve incidents, and arrange ongoing support for staff in attendance at incidents.</p>			

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

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading Yourself**

Leading Yourself (Behaviours for Everyone)

Safe	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
Supportive	We are a service where support isn't just about words, it's about action.

	Looking out for each other, sharing knowledge, and working together make us stronger.
Inclusive	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.
Leading Others (Behaviours for those who Manage/Influence Others)	
Safe	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
Supportive	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
Inclusive	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.
Leading the Service (Behaviours for those in Senior Management Positions)	
Safe	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
Supportive	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
Inclusive	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-to-day, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

Profile prepared by:	Julie Summers		
Approved by:	Simon Harris		
Profile effective from:	January 2026	Last reviewed:	January 2026
Post holder name		Signature	
		Date	