

JOB DESCRIPTION – NORTHUMBERLAND FIRE AND RESCUE SERVICE FIRE CONTROL 01

Post Title: Firefighter (Control)	Director/Service/Sector: NFRS	Office Use
Grade: Firefighter (Control)	Workplace: Primary Fire Control, West Hartford Secondary Fire Control, TWFRS Barmston Mere	JE ref: HRMS ref:
Responsible to: Crew Manager (Control)	Date: August 2019	Manager Level:

Job Purpose:

As a firefighter (Control), you are the first point of contact with the public calling Northumberland Fire and Rescue Service with Emergency Calls and have responsibilities for mobilising appropriate resources, informing Senior Officers and liaising with other Emergency and Public Services, as required, to protect and save life, property and the environment by working as part of a team. You are also a vital communications link with operational crews at incidents, providing them with support in dealing with incidents. Additionally, you provide valuable administrative system and support to the Service.

To receive and record emergency and non-emergency calls, including Northumberland County Council Out of Hours calls from members of the public, operational crews and other agencies, ensuring that all relevant information is accurately obtained and recorded.

To utilise advanced call-handling techniques, when appropriate, provide survival advice and guidance to callers in danger and pass information obtained to crews and other emergency agencies, when required, utilising the Emergency Call Management Processes.

To mobilise appropriate resources, including officers and special equipment via the Mobilising and Communication System, including Paging Systems and Systems used during Business Continuity.

To transmit, receive, acknowledge and accurately record messages (normally using telephone and radio) to and from incidents.

Liaise, as appropriate, with other Authorities, Emergency Services, Commercial Organisations and other Fire and Rescue Services.

Operate, monitor and test communications equipment in order to ensure a constant state of readiness in the Control Room environment, including responding to alarms, alerts or faults, liaising with Telnet and reporting accordingly.

To maintain communication links, including the maintenance of County wide fire cover for the duration of all incidents and manage risk and other specialist information.

To ensure the correct availability and location of Officers, Appliances and Special Appliances are shown at all times. Deal with resource issues, including breakdowns and accidents as per Service Policy.

Informing the Watch/Crew Manager immediately of changing circumstances in relation to incidents, resource availability and equipment.

Retrieving information from the Chemical Information System installed on the Mobilising System and Crash Recovery System held in Fire Control and relaying the information accurately to appliances.

To have a working knowledge of mobilising instructions, policies and procedures, support processes and general administrative duties carried out in Fire Control

To receive and process Emergency Out of Hours Calls on behalf of Northumberland County Council.

Assist with the transition to Secondary Control, when required.

The receiving and distribution of administrative calls, as required.

Carry out routine non-emergency administrative duties.

To communicate with the media as directed by the Fire Control Crew & Watch Managers

To participate in local training, as directed.

Assist in the development and delivery of training sessions and lectures.

To co-operate with Crew & Watch Managers in order to identify areas of your training needs and assist in the development of programmes to meet those needs.

Maintain individual training and personal development records in accordance with the Service Policy.

Actively contribute to self-development and provide guidance, advice and support to other colleagues who have less experience than you.

Maintain an understanding of the contents of NFRS Service Orders and other Publications applicable to your role.

Participate as an effective member of the team.

Input and retrieval of information for statistical purposes.

To undertake any other duties consistent with the nature, grade and level of the post.

Resources	Staff	No staff report to this post
	Finance	
	Physical	Control Room environment
	Clients	

Duties and key result areas:

C01 - MAINTAIN INFORMATION ON EFS OPERATIONAL RESOURCES

- Monitor the availability of operational resources
- Manage information to support decisions on operational cover

C02 - TAKE RESPONSIBILITY FOR EFFECTIVE PERFORMANCE

- Take responsibility for personal performance
- Establish and maintain effective working relationships with people
- Develop your own skills to improve your performance

C03 - CO-ORDINATE RESPONSE TO ASSIST WITH RESOLUTION OF EVENT

- Gathering information to aid an effective response
- Mobilise resources in response to the needs of an event
- Support emergency callers
- Support the ongoing needs of an event

C04 - MAINTAIN RELIABILITY AND READINESS OF CONTROL OPERATIONS EQUIPMENT

- Test communication and mobilising equipment
- Maintain communication and mobilising equipment

C05 - MANAGE INFORMATION TO SUPPORT THE NEEDS OF YOUR COMMUNITY

- Gather required information
- Inform and advise others

C06 - SUPPORT THE DEVELOPMENT OF COLLEAGUES IN THE WORKPLACE

- Communicate your own skills and knowledge to colleagues
- Support development of colleagues

C07 - DRIVE AND MANOEUVRE FIRE SERVICE VEHICLES

- Drive and manoeuvre Fire Service vehicles

C08 - MAINTAIN AND USE DATABASES

- Retrieve and enter data to update databases
- Extract the required information
- Output specified information to the required destination

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

The postholder will work from Primary Control in NFRS - West Hartford, although the postholder will be required to be prepared to set up a secondary control in TWFRS -Barmston Mere as necessary

The postholder may therefore be required to travel to other sites.

Working patterns:

2 x Dayshifts, 2 x Nighshifts, 4 Rotas

Working conditions:

Full time, 42 hours per week subject to Grey Book Terms and Conditions

PERSON SPECIFICATION

Post Title: Firefighter (CONTROL)	Director/Service/Sector: NFRS	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Good written and verbal communication skills, including IT skills</p> <p>Good keyboard skills - type at a minimum speed of 35 words per minute</p>	<p>Hold a current Driving Licence</p> <p>Working knowledge of the topography of Northumberland Fire and Rescue Service</p>	
Experience		
<p>Be computer literate</p> <p>Experience in dealing with members of the public</p>	<p>Experience of working in an Emergency Control Centre environment</p> <p>Experience of using computerised systems</p> <p>Experience in shift working</p> <p>Experience in using a radio communications system</p>	
Skills and competencies		
<p>Able to work as a Team and work unsupervised</p> <p>Possess good judgement and decision-making skills in critical situations</p> <p>Possess the ability to recognise priorities in the workplace and react to these without supervision</p> <p>Committed to Equality, Diversity and Inclusion.</p> <p>Open to change</p>	<p>Knowledge of the NATO Phonetic Alphabet</p>	
Physical, mental and emotional demands		
<p>Minimum age of 18 years old</p> <p>Have good hearing</p> <p>Able to work the current shift system (9 hour dayshift/15 hour nightshift)</p> <p>Must be punctual</p>		

<p>Able to follow instructions and work under pressure</p> <p>Able to communicate diplomatically and effectively with people</p> <p>Able to make appropriate decisions and create practical solutions</p> <p>Able to be a conscientious and reliable member of the team</p> <p>Confident and resilient</p>		
Other		
<p>Possess a positive attitude towards the delivery of an emergency service to the community</p> <p>Possess the ability to deal with public enquiries and understand the basic principles of customer care</p> <p>Committed to the development of self and support the integration and development of others</p> <p>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</p> <p>An understanding of effective performance management and its application to achieve continuous improvement</p> <p>Comply with all relevant policy, guiding frameworks and legal requirements, especially equality, diversity, fairness and dignity in the workplace and Health and Safety</p> <p>Participate, if required, in any investigations or procedures relating to disciplinary or legal matters</p> <p>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 role, but which fall outside their usual area of responsibility. Employees should make every effort to respond positively to such requests</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits