



Gwasanaeth Tân Ac Achub  
Canolbarth a Gorllewin Cymru  
Mid and West Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service

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# Joint Fire Control Recruitment Information Pack 2023

This document is also available in Welsh

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## Equal Opportunities

Both Services recognises the real value of diversity within the workforce and we proactively want to encourage applicants from all sectors of our community to apply.

For more information visit

[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)  
[www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)

For general recruitment information contact:

01443 232200  
[personnel@southwales-fire.gov.uk](mailto:personnel@southwales-fire.gov.uk)

[01267 226832](tel:01267226832)  
[humanresources@mawwfire.gov.uk](mailto:humanresources@mawwfire.gov.uk)

## **The role of the Control Firefighter**

The Joint Fire Control (JFC) provides a service to both Mid & West Fire and Rescue Service and South Wales Fire and Rescue Services. Both are modern services that adapt and change to reflect the needs of the culturally diverse communities that they serve. The JFC's Control Firefighters are positive individuals who are flexible and able to incorporate these changes into their working lives to provide assistance to all members of the community, giving support in a wide range of situations. The JFC is located within the Joint Public Service Centre at South Wales Police Headquarters site in Bridgend.

Utilising sophisticated technology to pinpoint addresses, caller locations and the position of the nearest fire appliances, Control Firefighters answer emergency calls and mobilise fire resources. They take an active part in bringing incidents to a successful conclusion and use specialised call handling techniques to support callers who may be frightened, confused or trapped. They provide operational incident support by tracking and monitoring the progress of all incidents, maintaining contact via the national radio network utilised by all emergency services.

Control Firefighters must be able to process information quickly and prioritise tasks to identify which has the highest level of urgency. Tasks range from passing life-saving advice to callers to answering administrative telephone lines and liaising with the Police and Ambulance services.

The role of a Control Firefighter offers great job satisfaction. No two days are the same and throughout all activities, staff are required to deliver to the very highest of standards.

## Job Description

<b>Department</b>	Emergency Response
<b>Post</b>	999 Emergency Control Operator
<b>Location</b>	Joint Fire Control – South Wales Police Headquarters Bridgend
<b>Responsible to</b>	Station Manager Control

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

### **MAIN PURPOSE OF THE POST**

- To work as part of a team to receive emergency and non-emergency calls from members of the public and other agencies.
- To determine the actions required to meet the needs of any emergency, mobilising resources accordingly.

### **DUTIES AND RESPONSIBILITIES:**

- 1 To answer and process emergency calls, providing appropriate support to callers.
- 2 To transmit and receive messages via the radio.
- 3 To be proficient in the operation of all Control equipment.
- 4 To ensure that the correct availability of officers and appliances is shown at all times.
- 5 To inform other emergency services and utility companies as per laid down procedure.
- 6 To inform Service officers as per laid down procedure.
- 7 To be well informed in all business continuity and resilience, fall back and secondary management procedures.
- 8 To maintain accurate incident logs through which all incident related activities are recorded.
- 9 To answer and process administrative calls, providing appropriate assistance to the callers.
- 10 To be fully aware of the Services' Key-station Policies and bring any short falls to the attention of the watch supervisor.
- 11 To ensure all defects are correctly recorded and reported as necessary.
- 12 To carry out administrative duties as required by the watch officer.
- 13 To work collaboratively with all emergency agencies throughout Wales and beyond as required.
- 14 To assist in demonstrations or talks to visitors to the control complex as directed by the Watch Officer.
- 15 If necessary, to assist in the training and supervision of Control Firefighters developing in role.

## **STANDARD SERVICE REQUIREMENTS**

- To attend in-house and external training courses as required.
- To complete all duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

## **ORGANISATIONAL VALUES**

In performing the above role, all employees of both organisations are required to observe and promote Service Core Values relevant to the Service by which they are employed.

## 999 Emergency Control Operator Person Specification

Factor	Evidence	Essential/ Desirable	How Identified
<b>Qualifications</b>	Numeracy and Literacy skills to Essential Skills Level 2 or equivalent (e.g. Key Skills Level 2, GCSE Mathematics and English).	Essential	Ability Test
<b>Knowledge/ Experience</b>	Keyboard skills at a minimum of 35 words per minute	Essential	Ability Test
	Functional experience of Windows based applications	Essential	Application
	Experience of using database information	Essential	Selection/Ability Test
	Control Room/Call centre experience	Desirable	Application
	Customer care experience	Desirable	Application
	Ability to communicate through the medium of Welsh	Desirable	Application
<b>Personal Style</b>	An understanding and respect for people's differences. Committed to adopting a fair approach to others.	Essential	Selection
	Ability to work in full compliance with confidentiality policies and procedures.	Essential	Selection
	Ability to maintain confident and resilient attitude in highly challenged situations.	Essential	Application/ Selection
	Openness to change and the desire to actively seek to support it.	Essential	Application/ Selection
<b>Intrapersonal</b>	Ability to work effectively with others both within the Fire & Rescue Service and in the community.	Essential	Application/ Selection
	Ability to communicate effectively both orally and in writing to a range of different audiences. The requirement to provide clear direction is essential and clear diction will be assessed.	Essential	Selection
	Commitment to and ability to develop self and others.	Essential	Application/ Selection
<b>Task</b>	Ability to understand, recall, apply and adapt relevant information in an organized, safe, systematic way.	Essential	Selection/Ability Test
	Ability to maintain an active awareness of the environment to promote safe and effective working.	Essential	Selection
	Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards whilst also displaying personal integrity.	Essential	Application/ Selection

**Please note:**

- Candidates must be over 17 years and 6 months at the time of application.
- This role involves taking information over the telephone in a noisy environment. Candidates must be able to hear clearly (aided or otherwise).

## **Rates of Pay**

Control Firefighter	£ Annual
Trainee	22,981
Development	23,938
Competent	30,632

## **Hours of Work**

You will undertake a 42 hour week worked on a rota basis in accordance with a duty system.

## **Do You Want to be a Control Firefighter?**

The role of the Control Firefighter is central to the fire and rescue services' ability to respond efficiently and effectively to incidents across the Mid & West and South Wales areas. We are committed to employing a strong workforce to ensure the best service to our Communities.

## **Are you keen to help 'Fight Fires'?**

There is no denying that the Control Firefighter role is both tough and rewarding. You will need the stamina to work in a dynamic environment according to a shift system. You will also need common sense, commitment and enthusiasm to see you through!

## **What do you get out of it?**

This is not like any other job. It can be unpredictable, exciting and rewarding. There is also the satisfaction and respect that comes from providing a crucial service to the communities of Mid & West and South Wales.

All Control Firefighters receive comprehensive and ongoing learning and development in order to ensure that they operate effectively in every aspect of their work.

### **Still interested in becoming a Control Firefighter?**

The following list of questions has been designed to help you decide whether being a Control Firefighter is really for you. Simply tick YES or NO to each of the following questions.

	Yes	No
Are you someone that others see as dependable?		
Are you prepared to work days, nights, evenings, weekends and Public Holidays?		
Are you prepared to work on days of celebration; Valentine's Day, New Year's Eve, Christmas, Easter, Diwali, Eid?		
Are you genuinely interested in people?		
Are you able to manage your energy levels in prolonged and challenging situations?		
Are you prepared for the demands of working in a disciplined uniformed service in which you will have to take orders from other people?		
Can you accept the need to keep to the rules that tell you what you can and cannot wear?		
Are you someone who can always be relied on to be somewhere on time?		
Can you take responsibility for representing the Service both when you are at work and when you are not?		
Do you want to work as part of a close-knit team?		
Can you get on with people from different backgrounds and cultures?		
Do you have the sensitivity to deal with members of the public when they are distressed, confused or being obstructive?		
Are you able to communicate important information to groups of children and/or adults?		
Can you work under pressure?		
Can you stay focussed in a busy environment?		
Can you think on your feet and solve problems when you know a lot depends on the actions you take?		
Are you committed to continuously maintaining and developing your skills?		
Are you prepared to study on top of your normal working day?		
Are you able to convey detailed information clearly both verbally and in a typed format?		

If you gave a YES to ALL of the above and think you have what it takes to serve and protect the community you live and work in, we want to hear from you! Read this Information Pack carefully and complete the online application form.

## **The Selection Process**

The selection process spans a set period and is broken down into six stages.

### **Stage One – The Application Form**

The Application Form plays a vital role in the shortlisting process. The closing date for the submission of the online completed Application Form is as stated in the advert.

Please read the guidance notes link on the Navigation Section of the Online form fully before completing the Application Form.

### **Stage Two –Shortlisting**

The information provided in your Application Form will determine whether or not you proceed to the next stage. Please remember to respond to the questions attached at the bottom of the Job Details section on the CORE advert (navigation section). Attach these as a pdf document within the relevant section of the online form.

You may draw on any of your experiences to answer the questions from home life, leisure activities, work (paid or unpaid), voluntary work or education.

Please remember the following general points when completing this section.

- It is important to answer every question;
- Each question asks you to describe a **specific** experience;
- For each of the questions, you should best describe your experience in relation to the questions asked;
- Be specific about one or two activities that you do at the moment or have undertaken, rather than writing in general terms;
- For each question, describe what you did, why you did it, and what happened as a result;
- Please use fairly recent examples of what you have done;
- It is a good idea to write your answers in rough before you copy the final version onto the application form;
- Your answer must describe what you have done. If you provide false information, your application will be rejected.

### **Stage Three – Ability Testing**

This stage allows you to demonstrate that you have the aptitude to take on work at the level of the Control Firefighter. You will undertake a series of ability tests including:-

- An audio typing test in which you will be assessed for accuracy and speed.
- A verbal reasoning test which will identify your understanding and comprehension skills
- A numerical test in which you will be required to make calculations of the type that you will need to make within the role.

If successful you will be invited to attend the Selection Stage, which involves an Interview.

### **Stage Four – Selection**

This stage consists of an interview held at the Joint Public Services Centre in Bridgend.

During the interview you will be asked a series of questions which are designed to measure your personal qualities and attributes. These questions are designed to assess that you have a positive approach to work and people. They require you to provide examples of activities that you have undertaken in the past and to explain how you have approached these activities and the considerations that you have made. Once again, you may draw on any of your experiences to answer the questions from home life, leisure activities, work (paid or unpaid), voluntary work or education.

You will also be asked questions regarding your knowledge and understanding of the role of Control within South Wales and Mid and West Wales Fire and Rescue Services

You will be expected to undertake a short telephone exercise following the interview.

### **Stage Five – Medical**

Control Firefighters may be exposed to challenging psychological demands in stressful situations.

Medical suitability is determined by an individual assessment to avoid unnecessary discrimination. For practical reasons, this cannot be undertaken until the later stages of the recruitment process. The nature and effect of medical conditions may vary. It is therefore not possible to confirm medical conditions that would be unacceptable prior to an individual medical assessment. However, if you have a medical condition or a history of a medical condition which might present problems, the following general guidance should help you consider your medical suitability before applying.

A medical condition or functional limitation which, despite any reasonable adjustments would give rise to significantly increased occupational risk of the following would be unacceptable.

- Sudden collapse or sudden incapacitation;
- Impaired judgement;
- Altered awareness;
- Substantial physical or psychological injury/ill health;
- Any other effect which would pose a substantial health and safety risk to yourself and others.

The individual assessment will involve due consideration of any opinions or medical reports you may wish to submit. However, the decision on the significance of any risks identified will rest with the Fire and Rescue Service.

The Medical Assessment will include the following:

- A Medical Questionnaire;
- An Colour Blindness Test;
- An Audiometry Test (hearing);
- Blood pressure screening;

Please note that we do not undertake full eyesight tests for the role of Control Firefighter - it is permissible for Control Operators to wear glasses or contact lenses.

### **Stage Six –Pre-employment Checks**

All appointments are based on satisfactory receipt of:

Original qualification certificates

ID check

Police Vetting

Medical

References

### **Appointment**

If successful at all stages of the recruitment process, an offer will be made as and when a vacancy arises. The first recruits course will be held early 2023. This offer is subject to organisational needs and requirements. If the Service's do not have a vacancy, your details will be held on a reserve list and this will be looked at when a vacancy arises. The reserve list is valid for up to 18 months.

An offer of employment is conditional on satisfactory references. Should an unsatisfactory reference be received, the offer of employment will be withdrawn.

### **Trainee Course**

Full training will be provided to equip newly appointed staff with the basic skills of a Control Firefighter.

You will be required to absorb a considerable amount of learning of both theoretical and practical material. You will also be required to study and revise in your own time. Your progress will be continuously monitored through written, oral and practical tests – a set level of competence in defined areas will have to be demonstrated to enable you to pass the trainee course.

The Trainee Course consists of two phases.

Phase One – This phase is a six week, classroom based course during which office hours are worked.

Phase Two – This phase lasts for six tours of duty and takes place within the working environment where you will work alongside your allocated watch following the same shift pattern as your colleagues.

### **Additional Requirements**

Both Mid & West and South Wales Fire and Rescue Service will implement reasonable adjustments to overcome any disadvantage that a candidate may face during the recruitment process and, if successful, in employment with us. Please record any special requirements that you may have on the Application Form or alternatively make direct contact with us in order that we may discuss your needs.

Any further queries please contact: [human.resources@mawwfire.gov.uk](mailto:human.resources@mawwfire.gov.uk) or [personnel@southwales-fire.gov.uk](mailto:personnel@southwales-fire.gov.uk)