



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

999 Emergency Control Operator

Are you looking for a meaningful and purposeful job where you can help someone in their moment of need? Join the Fire and Rescue Services' Joint Fire Control

Based in Bridgend, the Control Centre supports emergency calls and the mobilisation of resources and incident management for both Mid & West Wales and South Wales Fire & Rescue Services. The role provides an excellent opportunity to support the public and communities by answering and professionally handling 999 emergency calls, mobilising appliances, officers and specialist resources to support the effective response to emergencies – no two calls are the same and no two days are the same!

About the job

We are looking for dedicated and enthusiastic Control Operators to work as part of our dynamic team to help support the 999 service and work to Fire and Rescue Service Values and standards of behaviour. You will need to be able to deal with distressed members of the public to gather appropriate and detailed information. Having excellent keyboard skills is vital for this job as you will need to record accurate information quickly at a minimum of 35 words per minute. You need to be highly professional, a strong listener with excellent communication skills and telephone manner. It is essential that you can follow processes and procedures and be able to remain calm under sustained pressure and work as part of a small team

When will you work?

The Control runs 24 hours a day, 7 days a week, and **all** rolling shift patterns will typically involve working a mixture of day and night shifts (including weekend shifts, Christmas and Bank Holidays).

Please Note: the role of the control firefighter does not provide a career path to the role of wholetime or on-call firefighter.

APPLICATIONS AND CANDIDATE INFORMATION PACK are available to download today!

Timetable of Assessments

Closing Date for Application Forms	16 December 5pm
Ability Testing	w/c 16 th January 2023
Interviews	w/c 30 th January 2023
Medicals	Vetting and medicals tbc

Please note:

All staff members within the Fire Control Team are required to pass a South Wales Police vetting process prior to appointment (***Non Police Personnel Vetting (NPPV)***). This level of vetting is standard practice and a requirement for anyone who has physical or remote access to police premises, information or intelligence.

All documentation is available in both Welsh and English and we welcome correspondence in either.

We believe in the true value of a diverse workforce and encourage applications from all sectors within the Community.