



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

Joint Fire Control Centre (Bridgend) **To cover Industrial Action**

Do you have call handler, call centre or customer service experience?

Would you like to become an Auxiliary Control Firefighter?

Rates of pay

- £12.91 per hour during the period of initial training
- £12.91 per hour for ad hoc training or additional duties
- £244.03 for attendance at the quarterly re-familiarisation training day
- £244.03 quarterly retainer payment subject to attendance at the quarterly re-familiarisation training day.

In the event of deployment Auxiliary firefighters will be paid **£66.50 per hour**.

Contract: Auxiliary contract which will involve training requirements

Hours of work: As required to cover industrial action and attend training which will be confirmed during interview.

Mid & West and South Wales Fire and Rescue Services have a statutory duty to provide an emergency Fire and Rescue provision to the communities within which they serve.

However, there may be occasions when Services may have a significant reduction in staff such as during periods of industrial action.

Therefore, the Joint Fire Control Centre in Bridgend would like to ensure that there is resilience in supporting the handling of emergency calls during any periods of industrial action.

The role of the auxiliary Control Firefighter is both highly challenging and rewarding. It involves working in a dynamic environment responding to 999 calls and mobilising appliances to support the effective response to emergencies.

Successful candidates will be expected to:

- Work in a disciplined environment.
- Keep calm whilst dealing with telephone calls from distressed members of the public.
- Have effective communication skills.
- Gather appropriate detailed information.
- Quick and accurate data entry skills.
- Work as part of a team.

Successful candidates will be trained to a level of competency to perform the role and maybe required to work evenings, weekends and Bank holidays.

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

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

To apply now: [Latest vacancies - South Wales Fire and Rescue Service \(southwales-fire.gov.uk\)](https://www.southwales-fire.gov.uk)

Closing date
1st February 2023