**COUNTY DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE**

**JOB DESCRIPTION / ROLE PROFILE**

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| **Role Title** | **Apprentice Control Operator** | **Responsible to** | **Watch Manager (Control)** |
| **Purpose of Role** | To work alongside experienced operators, building up knowledge, skills and responsibilities of the Control Operator role. To efficiently handle and manage all emergency calls, the mobilisation of appropriate resources and associated workloads. Work with partner organisations to develop and maintain effective and meaningful professional relationships. Be a positive role model for our Service values and behaviours. Comply with Fire Authority policies and Service procedures. The role will fully support the 20% off the job training requirements of the post alongside the normal workloads. | | |
| **Workplace** | **As required by the role** | | |

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| Firefighter (Control) role map | |
| CO1.1 | Monitor the availability of operational resources |
| CO1.2 | Manage information to support decisions on operational cover |
| CO3.1 | Gather information to aid effective response |
| CO3.2 | Mobilise resources in response to the needs of an event |
| CO3.3. | Support emergency calls |
| CO3.4 | Support the ongoing needs of an event |
| CO4.1 | Test communication and mobilising equipment | |
| CO4.2 | Maintain communication and mobilising equipment | |

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| **Principal Responsibilities – CORPORATE** |
| 1. To operate within a framework provided by the Fire Authority’s corporate aims, policies, procedures, and financial regulations. On a day to day basis the post holder will be responsible for the full range of role related activities undertaken by the Service. 2. To model the Service’s values and behaviours, promoting a culture which embraces collaboration, inclusivity, high performance, innovation, and wellbeing. 3. To be proactive in supporting the Service vision, strategic priorities, and values. Take responsibility and accountability for the performance and achievement of the service’s strategic priorities through the effective management of teams and continuous self-development. 4. To promote the Service’s policy of equality and fairness, both within the Service and external to demonstrate commitment to anti discriminatory practice in all the Service activities. 5. To practice and promote the health and safety policies of the Service to ensure the development and progression of health and safety within the sphere of responsibility of the post and the health and safety of all employees and service recipients. 6. The Service expects the highest standard of communication and conduct from all staff. Respect for confidentiality is essential. 7. Champion and promote continuous improvement and efficiency, achieving improved value for money and high-quality outcomes for the residents of County Durham and Darlington. 8. To drive forward a culture of inclusivity. |

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| **Principal Responsibilities – FUNCTIONAL** |
| 1. Monitor service resources to maintain operational cover 2. Maintain resource availability within service equipment to provide emergency response 3. To ensure a culture to practice and promote the Health and Safety Policy of the Service and to ensure the development and progression of health and safety within the sphere of responsibilities of this job description and the health and safety of all employees and customers. 4. Respond to emergency calls 5. Respond to non-emergency calls 6. Question callers to aid mobilising decision making 7. Provide support to emergency callers 8. Respond to requests from the incident ground 9. Respond to requests from non-emergency situations 10. Carry out routine equipment testing 11. Liaise with colleagues, internally and externally 12. Refer decisions outside of your authority and liaise with line manager 13. To undertake any other duties commensurate with the level of responsibility as may be required by the Chief Fire Officer from time to time. 14. This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive. |

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| **Scope of Impact** |
| The role of the post holder is to support the maintenance of effective Service provision responsible both to the needs of the Combined Fire Authority and the public. The post holder must therefore be able to support policies and action plans which sustain and develop the approach adopted by the Service and is supported and advocated by the Combined Fire Authority, as well as making positive contributions to the effectiveness of the Service’s management policies and ethos.  In addition, the post holder plays an important role in working with their teams in following the Service’s direction and development, and in ensuring that planning and performance, monitoring, policies and procedures are followed in line with the Service’s overall strategy. They should also model the Service’s values and behaviours, promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing. The post holder must recognise and support the services drive for efficiency, effectiveness and value for money. |

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| **Special notes/considerations** |
| The Service Leadership Team will, from time to time, change references and principal accountabilities of personnel due to the needs of the Service.  This post is not designated as politically sensitive under the 1989 Local Government and Housing Act. |

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| **APPRENTICE CONTROL OPERATOR - PERSON SPECIFICATION** | | | |
| Values and Philosophy  We value and respect each other’s abilities and differences and aim to be recognised as an excellent Service in all respects. Treating each other fairly and with respect is central to our culture ensuring that everyone has the opportunity to realise their full potential within a learning organisation. We value inclusivity, honesty and integrity and have a very high regard for the health, safety and welfare of all our people. Candidates will be required to demonstrate evidence in support of these values throughout the selection process. | | | |
|  | *Essential* | Desirable | How Identified |
| **Experience** | * Previous experience of working as part of a team * Previous experience in computers and keyboard skills | * Previous experience of working with the public | * Application form |
| **Qualifications & Training** |  | * ECDL Level 2 or equivalent * Good standard of general education including GCSE in English Language and Maths. | * Application form |

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|  | *Essential* | Desirable | How Identified |
| **Knowledge and Skills** | * Good written and verbal communication skills * Fast accurate keyboard skills * Able to use own initiative and work unsupervised * Ability to work under pressure and meet deadlines * Good IT skills and able to use various systems including Microsoft Office and Excel * Possess good judgement and decision-making skills in critical situations * The ability to follow procedures |  | * Application form * Assessment Centre |
| **Expected Behaviours** | Demonstrate ability to:   * Approach challenges with:   Flexibility, enthusiasm, motivation, passion, determination, and resilience   * Conduct themselves in a manner that is:   Honest, trustworthy, reliable, accountable, consistent, and respectful   * When collaborating with others:   Be approachable, supportive, encouraging, inclusive and show we value our own development and that of others   * Drive change across the Service by being creative, resourceful, courageous, original, clear and focussed |  | * Application form/Interview |

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|  | *Essential* | Desirable | How Identified |
| **Additional Requirements** | * Prepared to be flexible to meet the needs of the service * Able to meet Service medical requirements * Must be prepared to work shifts including nights, weekends, and public holidays |  | * Application Form |