**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Firefighter - Control |
| **Job Reference** | 20589 |
| **Grade and Salary** | Firefighter (Control) in accordance with NJC pay scales |
| **Service and Team** | Suffolk Fire and Rescue Service, Fire Control |
| **Location** | Beacon House, Landmark Business Park, Ipswich, Suffolk, IP1 5PB |
| **Hours per week** | 42 including weekends and bank holidays. Shift pattern 2 days (08:00 – 18:00), 2 nights (18:00 – 08:00) followed by 4 rest days. |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Job sharing*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To protect and save life, property, and the environment by working as part of a team to receive emergency calls from members of the public and other agencies, determine the action required to meet the emergency and mobilise resources accordingly.

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| **About the role** |

Reporting to the respective Crew Manager, this role is based within the control team as part of the wider Organisation Risk and Improvement service area.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* To handle incoming emergency and non-emergency calls, acting appropriate to the circumstances.
* In the case of emergency calls, to ensure that all relevant and essential information is obtained from the caller regarding the incident.
* To mobilise the correct resources to incidents in accordance with Fire and Rescue Service policies, procedures, and instructions.
* To mobilise additional appliances, resources and personnel as required throughout the course of incidents.
* To inform, and where necessary mobilise to incidents, supervisory managers, Principal Managers and/or the Chief Fire Officer.
* To arrange standby and relief cover moves as requested by the Officer-in-Charge of the incident.
* To liaise with external agencies and utilities, such as the Police, Ambulance, Electricity, Gas and Water services.
* To operate allied communication equipment, carrying out routine test procedures as required, and reporting any faults.
* To arrange cover moves for stations to maintain optimum availability.
* To maintain occurrence and availability records to ensure that the information is accurate and up to date.
* To produce, maintain and update statistics and records relevant to Service activity.
* To undertake training appropriate to the role, including occasional attendance at residential courses as required.
* To undertake any other duties consistent with the post and role which may be assigned from time to time.
* Support the development of colleagues.
* Drive and manoeuvre FRS vehicles.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Level 2 qualification of GCSE English and Maths (Grade C or 4 plus).

**Values and personal qualities**

1. Ability to understand differing team cultures and promote a positive work environment by upholding the organisational values and behaviours.
2. Champion equality, diversity and inclusion and employee health, safety and wellbeing.
3. Ability to engage, influence, enable and motivate others both within the organisation and externally.
4. Demonstrates excellent analytic/problem solving skills.
5. Co-ordinates many tasks simultaneously and maintains a high degree of accuracy and attention to detail.
6. Manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations.
7. Maintains a calm, confident, controlled and focused attitude in highly challenging situations.
8. Excellent interpersonal skills
9. Excellent listening skills; speaks and writes clearly and concisely with good command of English.
10. Committed to excellence and continuous improvement.
11. Manage and maintain an active awareness of the environment to promote safe and effective working.
12. Demonstrable commitment to continuous professional development.

**Specialist knowledge skills and experience**

1. Ability to communicate effectively at all levels, using a wide range of communication techniques.
2. The ability to work as part of a small team.
3. Clear speech and language.
4. Desirable experience of working in a call centre.
5. Experience of dealing with telephone calls from service users.
6. Experience of using keyboard skills to input data to a high degree of accuracy.
7. Functional use of windows-based applications.

**Rolemap of National Occupational Standards**

In addition to the general qualities required of a function manager, the post holder is subject to some aspect of the Fire and Rescue Service Firefighter Control Role Map.

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| * Maintain information on SFRS operational resources
 | CO1 |
| * Take responsibility for effective performance
 | CO2 |
| * Co-ordinate response to assist with resolution of event
 | CO3 |
| * Maintain reliability and readiness of control operations equipment
 | CO4 |
| * Manage information to support the needs of your community
 | CO5 |
| * Support the development of colleagues in the workplace
 | CO6 |
| * Drive, manoeuvre and re-deploy fire service vehicles
 | CO7 |
| * Maintain and use databases
 | CO8 |

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.