



HEREFORD & WORCESTER  
**HWR**  
FIRE AND RESCUE SERVICE

# Job Description

## Firefighter (Control)

Department: Service Delivery Fire Control

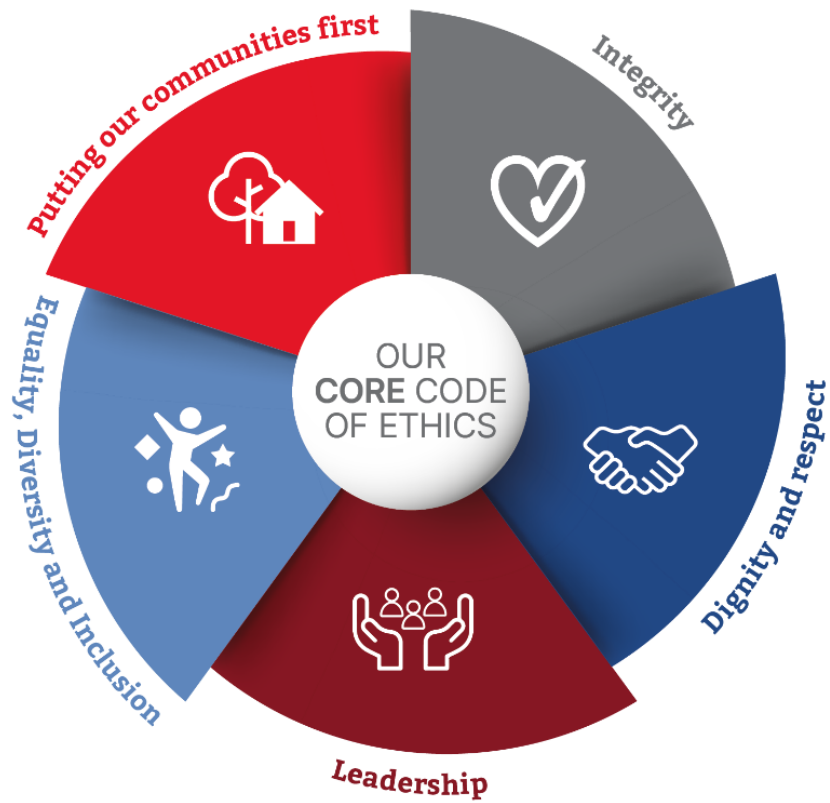
Grade: FF (Control)

Responsible to: Crew Commander (Control)

Location: Southwell House, Hindlip

### Key Duties and Responsibilities

<ul style="list-style-type: none"><li>To handle incoming emergency and non-emergency calls, taking action appropriate to the circumstances.</li></ul>
<ul style="list-style-type: none"><li>In the case of emergency calls, to ensure that all relevant and essential information is obtained from the caller regarding the incident.</li></ul>
<ul style="list-style-type: none"><li>To mobilise the correct resources to incidents in accordance with Fire and Rescue Service policies, procedures and instructions.</li></ul>
<ul style="list-style-type: none"><li>To mobilise additional appliances, resources and personnel as required throughout the course of incidents.</li></ul>
<ul style="list-style-type: none"><li>To inform, and where necessary mobilise to incidents, supervisory managers, Principal Managers and/or the Chief Fire Officer.</li></ul>
<ul style="list-style-type: none"><li>To arrange standby and relief cover moves as requested by the Officer-in-Charge of the incident</li></ul>
<ul style="list-style-type: none"><li>To liaise with external agencies and utilities, such as the Police, Ambulance, Electricity, Gas and Water services.</li></ul>
<ul style="list-style-type: none"><li>To operate allied communication equipment, carrying out routine test procedures as required, and reporting any faults.</li></ul>
<ul style="list-style-type: none"><li>To arrange cover moves for stations in accordance with current instructions.</li></ul>
<ul style="list-style-type: none"><li>To maintain occurrence and availability records to ensure that the information is accurate and up to date.</li></ul>
<ul style="list-style-type: none"><li>To produce, maintain and update statistics and records relevant to Service activity.</li></ul>
<ul style="list-style-type: none"><li>To undertake training appropriate to the role, including occasional attendance at residential courses as required.</li></ul>
<ul style="list-style-type: none"><li>To undertake any other duties consistent with the post and role which may be assigned from time to time.</li></ul>



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### **Putting our communities first**

We put the interest of the public, the community and service users first.

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### **Integrity**

We act with integrity including being open, honest and consistent in everything we do.

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### **Dignity and respect**

We make decisions objectively based on evidence, without discrimination or bias.

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### **Leadership**

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

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### **Equality, Diversity and Inclusion**

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

# Person Specification

Requirements	Essential or Desirable	Identified by
<b>Qualifications and Training</b>		
GCSE English and Maths (Grade C/4 or above) or equivalent qualifications	Essential	Application
Be aged 18 years or over	Essential	Application
A recognised word processing and/or ICT qualification	Desirable	Application
Recognised training in telecoms/radio procedures	Desirable	Application
<b>Experience and Knowledge</b>		
Experience gained within a customer care environment	Essential	Application, Interview
Experience of using keyboard skills to input data to a high standard of accuracy	Essential	Assessment
Functional use of windows based applications	Essential	Assessment
Experience of dealing with telephone calls from service users	Essential	Assessment
Experience of working in a call centre environment	Desirable	Application, Interview
Demonstrates an understanding of the importance of equality, diversity and inclusion to HWFRS as an employer and service provider	Essential	Online Assessments, Interview
An understanding of and commitment to the Core Code of Ethics and the national Fire and Rescue Service Leadership behaviours	Essential	Online Assessments, Interview
<b>Skills and Abilities</b>		
Listening skills together with good verbal and written communication skills	Essential	Interview / Assessment
Clear Speech	Essential	Interview / Assessment
The ability to deal with callers with tact and diplomacy	Essential	Assessment
The ability to maintain a confident and resilient attitude in highly challenging	Essential	Assessment

situations		
The ability to use initiative and to work as part of a small team	Essential	Interview
Keyboard skills at a minimum of 30 words per minute	Essential	Assessment
<b>Personal Skills</b>		
Ability to work in full compliance with confidentiality and procedures	Essential	Application/Interview
A flexible proactive approach	Essential	Interview
A commitment to promoting high levels of service delivery	Essential	Interview
An understanding and respect for people's differences	Essential	Application/Interview
<b>Other Factors</b>		
A commitment to adopting a fair approach to others	Essential	Interview
An awareness of the work of the Fire and Rescue Service and an understanding of its operating environment	Desirable	Interview