



## THE PERSON

### Control Crew Manager

Criteria	Essential / Desirable	Method of Assessment
<b>Qualification</b>		
Level 2 standard of education (e.g. GCSE or equivalent) demonstrating basic numeracy and literacy.	E	
<b>Knowledge &amp; Experience</b>		
Previous practical experience of Control room functions gained in a work environment.	E	
Experience of supervising a group of staff.	E	
Experience of using information to develop solutions and solve problems.	E	
Knowledge of the broader activities of Essex Fire & Rescue Service.	D	
<b>Skills &amp; Abilities</b>		
Excellent written and verbal communication skills.	E	
Confident in using ICT systems such as Outlook,	E	
The ability to work in a pressurised environment dealing with – at times – highly challenging situations.	E	
Able to plan, manage and review tasks for team members.	E	
Excellent interpersonal skills, able to communicate effectively and professionally.	E	
Excellent time management and planning and organisation skills.	E	
Able to support changes in service provision in a positive and constructive manner.	E	
Able to work independently and seek advice and guidance when needed.	E	
Is approachable and confident in coaching members of the team to help them to acquire skills and experience.	E	
<b>Other</b>		
The ability to travel around the County may be required.	E	Application Form
Willingness to work flexibly.	E	Application Form
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application Form