



THE ROLE

Fire Control Operator

Department:	Control
Role Code:	CO05
Grade/Role:	Control Firefighter
Responsible to:	Crew Manager
Responsible for:	No line management responsibility
Date Revised:	January 2019

Job Purpose:

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.

Main Duties and Responsibilities:

1. To receive and determine the action to be taken in response to, emergency calls from members of the public, operational crews and other agencies, and to carry out those actions competently, including completing the Service Incident Recording System (IRS).
2. To utilise advanced call-handling techniques when appropriate, provide survival advice and guidance to callers in danger, and pass information obtained to crews and other emergency agencies when required.
3. To monitor and test communications equipment in order to ensure a constant state of readiness in the Control room environment.
4. To maintain communication links as per Service Policy including the maintenance of Countywide fire cover for the duration of all incidents. and manage risk and other specialist information.
5. To support the Shared Services Agreement with Bedfordshire Fire and Rescue Service. This will include carrying out the Control function, at the appropriate level commensurate to their role, in full and various levels of joint working between Essex and Bedfordshire FRS when required.
6. To ensure the correct availability and location of Officers and appliances are shown at all times. To deal with appliance issues, including breakdowns and accidents as per Service Policy.

Role Profile

7. To assist with the transition to Secondary Control when required.
8. To update Control systems information including Road Network Layer data and Reconfiguration work.
9. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
10. Any other duties commensurate with the responsibilities and grading of the post.