



THE ROLE

Firefighter Control

Department: Control
Role Code: CO05
Grade/Rank: Firefighter Control
Responsible to: Crew Manager Control
Responsible for: No line management responsibility

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.
2. To utilise advanced call-handling techniques when appropriate and 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 County wide 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.
7. To assist with the transition to Secondary Control when required.
8. Participate and contribute to Watch based meetings and initiatives.
9. Contribute to a safe work environment, proportionately apply Health and Safety, Risk Management, Business Continuity and Safeguarding policies and procedures. Process personal data fairly and lawfully as identified within the Data Protection Act 1998.
10. Any other duties in line with the responsibilities of the post, rank and role map.