



Gwasanaeth Tân Ac Achub
Canolbarth a Gorllewin Cymru
Mid and West Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

999 Emergency Control Operator

If you are looking for a meaningful and purposeful job where you can help someone in their moment of need, apply to join the Fire and Rescue Services' Joint Fire Control!

Salary

Fire Control Operator Trainee - £26,851.76
Fire Control Operator Development - £27,970.80
Fire Control Operator Competent - £35,791.00

Based in Bridgend, the Control Centre supports emergency calls and the mobilisation of resources and incident management for both Mid & West Wales and South Wales Fire & Rescue Services. The role provides an excellent opportunity to support the public and communities by answering and professionally handling 999 emergency calls, mobilising appliances, officers, and specialist resources to support the effective response to emergencies – no two calls are the same and no two days are the same.

About the job

We are looking for dedicated and enthusiastic Control Operators to work as part of our dynamic team to help support the 999 service and work to Fire and Rescue Service Values and standards of behaviour. You will need to be able to deal with distressed members of the public to gather appropriate and detailed information. Having excellent keyboard skills is vital for this job as you will need to record accurate information quickly at a minimum of 35 words per minute. You need to be highly professional, a strong listener with excellent communication skills and telephone manner. It is essential that you can follow processes and procedures and be able to remain calm under sustained pressure and work as part of a small team.

When will you work?

The Control runs 24 hours a day, 7 days a week, and **all** rolling shift patterns will typically involve working a mixture of day and night shifts (including weekend shifts, Christmas and Bank Holidays).

Please Note: the role of the control firefighter does not provide a career path to the role of Wholetime or On-Call firefighter.

Applications are invited from candidates with suitable experience as outlined in the Person Specification. Appointment for this role is conditional upon undertaking Police Vetting. Please be aware prior to any formal offers being made the successful applicant will be required to undertake a Drug and Alcohol Testing.

The CANDIDATE INFORMATION PACK is available to download from South Wales or Mid and West Wales fire and rescue service websites.

<https://www.southwales-fire.gov.uk/working-with-us/latest-vacancies/>

<https://www.mawwfire.gov.uk/eng/join-us/current-vacancies/>

Application Forms should be completed online through the South Wales Fire and Rescue Service e-recruitment system, which can be accessed via our website: <https://www.southwales-fire.gov.uk/working-with-us/latest-vacancies/>

If a paper version is required, please email: personnel@southwales-fire.gov.uk .

All documentation is available in both Welsh and English, and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the Shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions, and interview questions). Arrangements will be confirmed following invitation to interview and may include Translation and/or Simultaneous Translation.

Timetable of Assessments

Closing Date for Application Forms	Monday 22 nd July 2024 at 12:00 midday
Ability Testing	5 th – 7 th August 2024
Interviews	19 th – 23 rd August 2024
Medicals	26 th August 2024 onwards

Please note:

All staff members within the Fire Control Team are required to pass a South Wales Police vetting process prior to appointment (***Non Police Personnel Vetting (NPPV)***). This level of vetting is standard practice and a requirement for anyone who has physical or remote access to police premises, information, or intelligence.

We believe in the true value of a diverse workforce and encourage applications from all sectors within the Community.