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| Monitor the availability of operational resources  Manage information to support decisions on operational cover  Gather information to aid effective response in line with policy and procedure  Mobilise resources in response to the needs of an event and carry out ongoing incident support  Support emergency callers  Test and maintain communication and mobilising equipment | Establish and maintain effective working relationships with people  Develop your own skills to improve performance  Communicate your own skills and knowledge to colleagues  Participate in development programme and assist in the development of colleagues  Take responsibility for personal performance | Report and Log communication and mobilising equipment defects as required  Highlight any required changes to systems and databases identified through normal working practices and report to appropriate department  Gather required information  Inform and advise others  Retrieve and enter data to update databases |

To receive emergency calls and mobilise resources to emergency incidents. To maintain a log of incidents and resources in accordance with approved practices and procedures

Respect for all, guiding others, leading by example and including everyone. Working as a team we prioritise our work considering risk, resource and our current four strategic priorities, as detailed in the service delivery strategy 2021-2023.

Scope and design ICT platform for NOG product response priorities. We will implement National Operational Guidance, legislative requirements and organisational priorities, as defined in the Service Delivery Strategic Plan along with priorities set by the Resilience Department Plan.



To maintain Control License and provide effective support to Service Delivery teams assisting in the safe resolution of emergency incidents. To engage with DSFRS teams and departments to support all aspects of business as usual, to include resource management and appliance availability.

To work with other Emergency Services to increase effectiveness and efficiency supporting the Services Risk Management Plans.

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Control Room Firefighters will lead by example, challenge unacceptable behaviour, and cultivate an inclusive culture where everyone is valued.

encourage staff to contribute by effectively supporting incidents and contribute to the services resources and availability strategies.

Ensure all staff are competent to carry out their duties.

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**Firefighter - Control Room**

1 Apr 2022 – 31 Mar 2025



