

# Job Description



## **DIRECTORATE: OPERATIONAL SUPPORT**

## **JOB DESCRIPTION: FIREFIGHTER (CONTROL)**

**Responsible to:** Station Commander Combined Fire Control

**Responsible for:** No line management responsibility

**JOB PURPOSE:** To receive and respond to emergency calls

### **MAIN DUTIES & ACCOUNTABILITIES**

#### **1. Emergency Response**

- Gather information to aid effective response to emergency calls
- Mobilise resources in response to the needs of an emergency
- Support emergency callers
- Support the ongoing needs of an emergency event
- Contribute to the continuous business improvement of the service

#### **2. Maintain Information & Equipment**

- Monitor the availability of operational resources.
- Manage information to support decisions on operational cover.
- Gather required information
- Inform and advise others
- Retrieve and enter data to update databases
- Extract required information from databases
- Test communication and mobilising equipment
- Maintain communication and mobilising equipment

#### **3. Personal Development**

- Take responsibility for personal performance
- Establish and maintain effective working relationships with people
- Develop your own skills to improve performance
- Communicate your own skills and knowledge to colleagues
- Support development of colleagues in the workplace

#### **4. General Duties**

- Receive and process general enquiries made to Combined Fire Control
- Provide a communications focus for the Service outside of normal working hours
- Support and promote the Service's fairness at work policy and procedures to ensure fairness in employment and service delivery
- Support and promote the Service's health and safety policy and procedure to maintain a safe and healthy working environment