



SWYDD
VACANCY

FIRE SERVICE CONTROL OPERATOR (x 4)

Working an average of 42 hours per week on a shift basis

Control Room, Joint Communications Centre, St Asaph

**Salary – starting at £22,981 per annum (trainee) and rising to £30,632 per annum
(once fully competent, minimum 2 years)**

We are looking to recruit 4 x Fire Service Control Operators to join our team on a permanent basis (subject to 12 month probationary period). Fire and Rescue Control staff are the first point of contact when an emergency is reported, playing a vital role in bringing incidents to a successful conclusion through the use of specialised call handling techniques.

Open day and night, the Control Room operates on a shift based system providing cover 24 hours a day, 7 days a week. Remaining calm under pressure, the Control Operator receives, extracts and accurately records information from callers relating to requests for emergency and non-emergency assistance. The appropriate resources will then be mobilised to meet the needs of the event in accordance with laid down policies and procedures.

You must be able to think fast, have good bilingual communication skills and relay both written and spoken instructions accurately in both English and Welsh.

Applicants will need to demonstrate (with evidence) the skills, as outlined in the job description and Person Specification including:

- Evidence of data retrieval and keyboard typing skills equivalent to 35wpm, with 80% accuracy
- Good standard of education – 5 GCSEs or equivalent (to include Adult literacy and numeracy level 2)
- Ability to communicate effectively, using an appropriate style particularly when working under pressure or dealing with people who may be distressed or anxious
- Ability to understand, recall, apply and adopt relevant information in an organised, safe and systematic way
- Aptitude to work and develop as a team member in a structured environment, to achieve continuous personal and team performance
- Must be able to work unsociable hours, with flexibility regarding shift pattern and shift changes
- Successful clearance of North Wales Police NPPV Level 2 vetting process. (Anticipated start date will be November 2022 following completion of vetting process with successful applicants)
- Level 4 Welsh: speaking and listening - the ability to speak Welsh and respond to emergency 999 calls confidently in Welsh is essential for this post.

The selection process consists of a number of assessments (including typing, Language skills and basic skills) which must be successfully completed prior to interview. Interview and technical assessments are scheduled to take place week commencing 18 July 2022.

Closing date for receipt of application forms is 12:00 on 05.07.2022

The closing date will be strictly adhered to and no exceptions will apply.

For an informal discussion about the role, please contact the Control room on 01931 522006.

We are an equal opportunity employer and welcome applications from all sections of the community. We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay.

