

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Joint Fire Control Room Operator
Grade	PS7	Reports to (role title)	Station Commander
		Directorate/School	Community Protection Group
JE Band	228-268	Service/Department	Surrey Fire & Rescue Service
		Date Role Profile was created	Nov-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To maintain information linked to the provision of fire cover and manage risk and other specialist information. To ensure the correct availability and location of Officers and appliances are shown at all times.</p> <p>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, including quality assure the Incident Recording System (IRS).</p> <p>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.</p> <p>To monitor and test communications equipment in order to ensure a constant state of readiness in the Control room environment. To assist with fall back of control including evacuation when required.</p> <p>To support control management ensuring effective service delivery. Manage and develop self and others to maintain effective personal and team performance and deliver agreed objectives.</p> <p>Take responsibility for own performance following the service values and behaviours</p> <p>Interrogate control system information including rota management of officers, service calendar, hazard manager and highway cameras.</p>
Work Context	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.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Prepare reports/statistics/briefings to meet statutory/management information requirements.
- Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.

Service Delivery

- Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.
- Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.

Planning & Organising

- Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.
- Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.

Finance/Resource Management

- Maintain financial, and/or stock records, and review data to contribute to resource planning.

Work with others

- Maintain a network of contacts, drawing on support and advice from others to resolve problems.
- Communicate and liaise with service users and/or external contacts, representing the team/service as required.
- Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.

People Management

- May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.

To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Previous experience in control room or a similar setting is essential</p> <p>Excellent fast and accurate keyboard skills</p> <p>Excellent verbal and written communication skills</p> <p>A confident telephone manner</p>
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>

Reference Number	<p style="text-align: center;">BM-2022-631</p>
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