Scottish Fire and Rescue Service

CAREERS

WE ARE SFRS
YOU ARE SFRS

OPERATIONS CONTROL
RECRUITMENT INFORMATION PACK

We are SFRS
YOU** are **SFRS



Blue Light Together

CARER POSITIVE Employer in Scotland ENGAGED

happy to talk flexible working

disability confident EMPLOYER

MENTAL HEALTH AT WORK COMMITMENT

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THANK YOU

Thank you for your interest in the role of Firefighter Control within the Scottish Fire and Rescue Service (SFRS).

We are committed to helping you prepare for and will support you throughout the recruitment process.

This pack contains important information which we recommend that you take time to read particularly about to the role, and the recruitment and training processes.

SFRS offers opportunities for career progression through promotion, learning new skills and gaining professional qualifications.

SHARING YOUR NEEDS

SFRS is a Disability Confident Employer and is committed to ensuring our recruitment process is inclusive and accessible.

As part of the application process, applicants are encouraged to declare if they have a disability and/or a Specific Learning Difference (SpLD) and outline any specific requirements or reasonable adjustments that they may require.

Sharing your needs with us, helps us to consider what support we may be able to offer you and we are happy to discuss this with you.

We will ensure that all applicants declaring a disability and/or SpLD and meeting the essential criteria for the post are invited to attend the interview.

'Essential criteria' include relevant qualifications, skills, or experience mentioned in the job description. Applicants for vacancies with multi-staged selection processes will need to successfully complete additional testing before progressing to the interview stage.

Reasonable adjustments will be applied as needed throughout the selection process. We are here to help, so please contact us to discuss your needs.

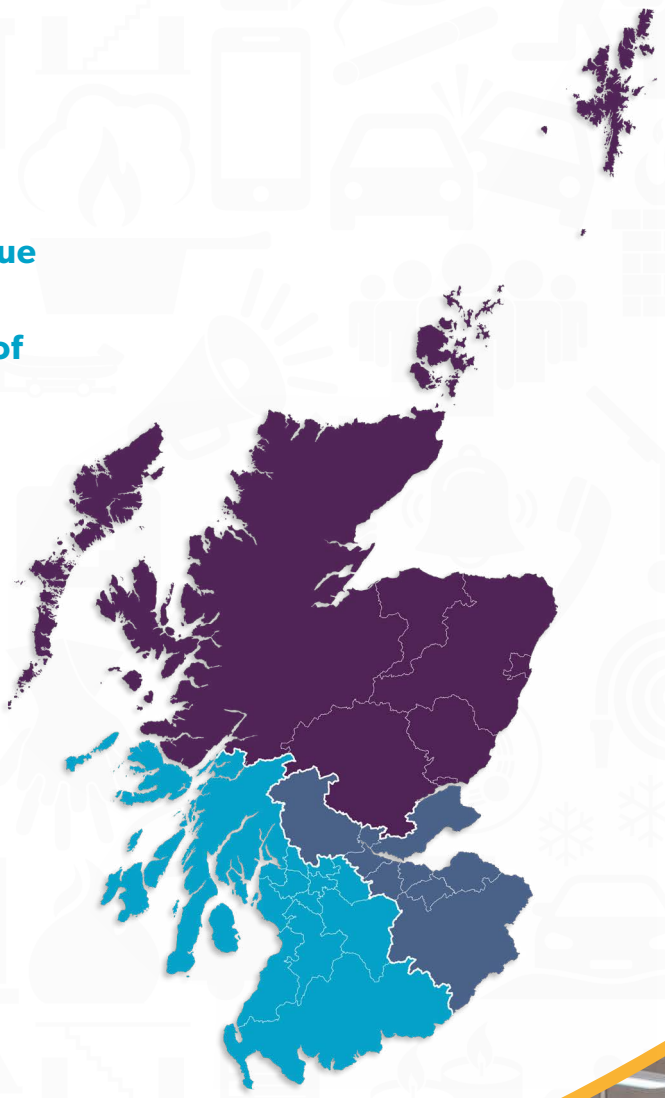
ABOUT US

The SFRS is Scotland's national fire and rescue service, protecting communities across the country, from major urban centres to some of the most remote and rural areas.

Our people make a difference every day, helping to keep communities safe, build resilience and respond when people need us most.

We are continuing to evolve as a modern, sustainable fire and rescue service, ensuring we can meet the changing needs of Scotland's communities.

Firefighter Control plays a vital role in that work, providing the critical link between members of the public who need our help and the operational crews responding to incidents.





OUR VALUES

We have four values that we live and work by:



Our number one priority is to work together for a safer Scotland and safety is at the core of everything we do.



We must work together to ensure we all deliver on the job we are asked to do, in the best way possible.



We value the individual differences and diverse communities we serve, work alongside and support.



We value innovation by looking for opportunities to improve the way we do things, by being open minded to new ideas.

Our value is about how we do things, how we treat others, what we say and how we say it, and how we expect to be treated. You can read more about our values on **'Our Values' document**.



Preferred pronouns

We are an LGBTQ+ inclusive employer and recognise that candidates have different gender identities and pronoun preferences. Using someone's correct personal pronouns is a way to respect them and create an inclusive environment.

We want to ensure that we are addressing candidates in the correct manner to make everyone feel comfortable and respected in the recruitment process. We would never force you to share your pronouns, however we are inviting and encouraging you to do so.

Health and wellbeing

We prioritise your physical and mental health at every stage of your career with us. We also offer a variety of health and wellbeing services for all our employees.

PAY AND BENEFITS

A competitive salary for Firefighter Control.

Your salary will start at the Development rate and increase to Competent upon completion of a three-year programme and passing of all necessary arrangements.

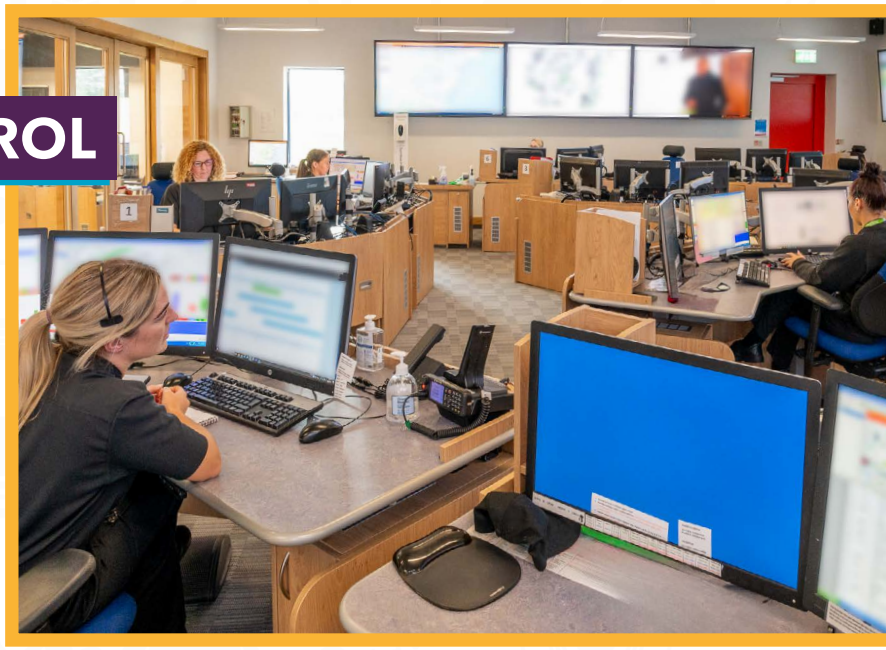
SFRS offers a broad range of career opportunities with excellent learning experiences and a host of fantastic benefits for our employees.

- Local Government Pension Scheme. This post is pensionable. Advice on pensions and taxation can also be accessed through LGPS Scotland.
- A range of excellent family-friendly policies including those that promote a work-life balance.
- Generous leave entitlement. For full time employees is 25 days, rising to 28 days after five years continuous service.
- There are eight public holidays. If you are required to work on a public holiday, you will be paid overtime rates for the hours worked and will receive a day off in lieu.
- Access to a lifestyle website, which offers savings over a range of products from well-known brands and independent retailers.
- Eligible to sign up to Blue Light Card with access to thousands of amazing discounts online and on the high street retailers.
- Free access to onsite gym facilities, and health and wellbeing services, support and advice.
- Free car parking on site.
- Access to Group Life and Accident Scheme Cover.

WHAT DOES THE OPERATIONS CONTROL ROOM LOOK LIKE?

Each Operations Control room has 12 Control Room Operator Positions (CROPs) with multiple screens and systems for handling calls, managing incidents, and IT.

The desks are adjustable for standing or sitting, and the environment prioritises your comfort and safety.



STRUCTURE

There is a role structure within Operations Control, similar to the operational fire stations. It is continuously crewed by five watches: Amber, Blue, Green, Red and White.

Each watch is made up of Supervisory Officers, Watch and Crew Commanders and Firefighter Control. You will be assigned to a Watch.

There are also control staff, within Supervisory Officer roles, who carry out specialised tasks and functions

Each Operations Control and Support Function, is managed overall by a Station Commander who reports to the Group Commander and supports the Area Commander in achieving our goals.

This includes ensuring that our activities meet community requirements and effectively contribute to the strategic plan objectives.

You will be responsible for your own development, under the supervision of a Watch Commander.



WORKING HOURS

A Firefighter Control will work on average a 42-hour working week and will be assigned to a rotating shift pattern including nights, weekends, and public holidays.

A shift watch system is operated which involves some unsocial hours, as follows:

- **Two days worked from 8am to 6pm.**
- **Two nights worked from 6pm to 8am.**
- **There is also a mid-shift* pattern which is a 12-hour day duty shift (four days on, four days off).**

* Mid-shift is part of the nationally agreed structure in each Operations Control and times may vary locally (usually from 10am to 10pm).

THE ROLE

Operations Control is the primary communications hub for SFRS. It receives emergency calls, gather information, and mobilises a response.

When a member of the public dials 999, they will be connected via a telephone exchange operator to one of our three Operations Control based in Dundee, Edinburgh and Johnstone.

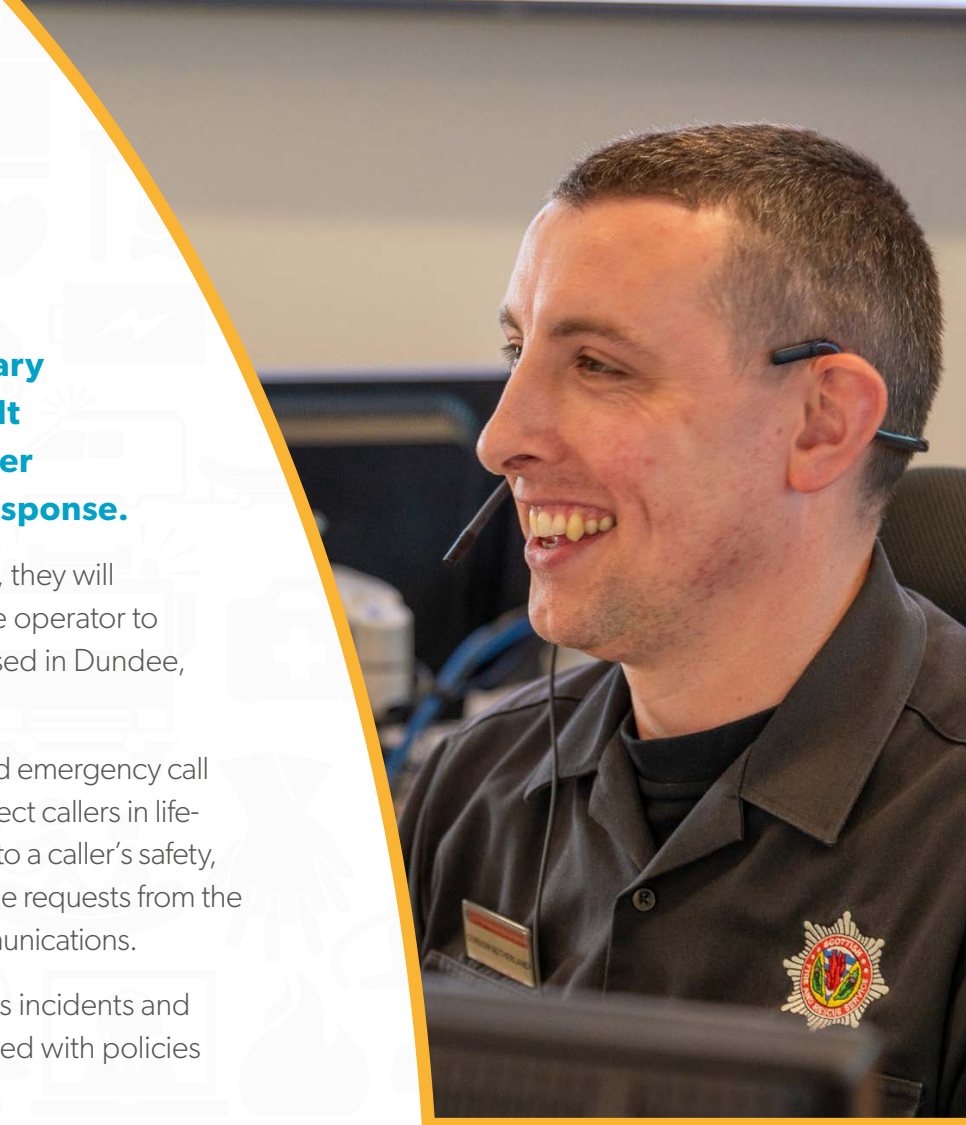
Firefighter Control is trained in specialised emergency call handling techniques to support and protect callers in life-threatening situations. They identify risks to a caller's safety, advise on immediate actions, and manage requests from the incident ground primarily via radio communications.

The team works 24/7 in handling various incidents and receiving ongoing training to stay updated with policies and procedures.

Although some of the work is routine, no two days are the same. Some of the duties you will experience during a shift:

- Answering emergency calls.
- Mobilising fire service resources.
- Transmitting and receiving messages via the radio.
- Ensuring the correct availability of officers and appliances.
- Liaising with other emergency services and utility companies where required.
- Monitoring incidents from start to finish.
- Maintaining accurate incident logs.
- Carrying out other administrative duties.

Firefighter Control is a distinct operational role and is not a pathway to a Wholetime Firefighter position. It is a specialist operational function and a critical part of the incident lifecycle, from the initial 999 call through to incident closure.





A DAY IN THE LIFE

The shifts start at 8am on a day or 6pm on a night. The first part of it involves receiving a briefing from the previous watch and being assigned duties by the officer in charge of the watch. Emergency call handling, administrative tasks, equipment testing, and regular training are all part of the dayshift routine in Operations Control.

TRAINING AND DEVELOPMENT

Trainee

As a Firefighter Control, you will undertake a structured programme of training designed to give you the knowledge and skills required for the role.

You will develop the skills needed to handle emergency calls, support operational incidents and work effectively within Operations Control. Training will combine formal learning with practical, workplace-based development.

Development

Becoming a fully qualified Firefighter Control takes 36 months. You will study for an SCQF Level 7 in SVQ Emergency Fire Service: Operations in the Community which incorporates SVQ Emergency Fire Service: Operations in the Community and The Firefighters Foundation Programme.

Competent

You will work towards your competent status undergoing regular assessment. After a three-year development programme, successful candidate will receive a competent pay rate. Continuous training and support are provided for skills maintenance and personal development.

UNIFORM

SFRS is a uniformed service, and this includes Operations Control. You will be issued with a uniform at no expense. This is worn in accordance with our Code of Conduct Standards of dress.

WHAT YOU NEED TO BE A FIREFIGHTER CONTROL

No previous experience is necessary, but you must meet the following essential criteria:

- Eligible to work in the UK.
- 18 years of age or over (at point of application).
- Ability to use Microsoft Office packages.
- Ability to work under pressure and make quick decisions.
- Be personally resilient, with the ability to take responsibility for your own actions.
- Accuracy and excellent attention to detail.
- Excellent listening skills.
- Excellent keyboard skills.
- Excellent communication skills (both verbal and written).

Post-specific criteria:

- Ability to work shifts, including night shifts, weekends and public holidays.
- Ability to travel on occasion to attend training and events relevant to the role.

IS THIS THE ROLE FOR ME?

Working as a Firefighter Control is both rewarding and challenging. The questions below will help you to decide whether you are likely to enjoy working as a Firefighter Control. Please read each question carefully and answer yes or no:

Question	Yes/ No
Are you someone that others often see as dependable?	
Are you prepared to work days, nights, evenings, weekends and public holidays?	
Are you genuinely interested in people?	
Can you work in an environment where you will work with the same people every day, and where most of your contact with colleagues outside of the control room will be by telephone only?	
Do you have strong personal resilience, even in response to prolonged and challenging situations?	
Can you work in an environment where sometimes you will be extremely busy, but some shifts may be fairly quiet?	
Are you able to work to set procedures and take instruction?	
Do you want to work as part of a close-knit team?	
Do you have the sensitivity and empathy to deal with members of the public when they are distressed, confused or being obstructive?	
Are you able to communicate effectively to both adults and children?	
Are you able to work well under pressure?	
Can you stay focused in a busy environment?	
Are you committed to always maintaining and developing your skills?	
Are you able to convey detailed information clearly and accurately both verbally and in a typed format?	
Are you committed, enthusiastic and prepared to see situations through to their conclusion?	

If you answered 'yes' to all the above, this could be the perfect career for you. If you have answered 'no' to any of the above questions, we would encourage you to think carefully about whether this is the right role for you.

RECRUITMENT PROCESS

Our recruitment and selection process is designed to assess your suitability for the Firefighter Control role.

The process will include an application and selection stages designed to explore your skills, experience and suitability for the role. Candidates who are successful through the selection process will also be required to complete relevant pre-employment checks before appointment.

Full details of each stage, including what to expect and any preparation required, will be provided as you progress through the recruitment process.

CORPORATE PARENT

As a proud corporate parent, SFRS welcomes applications from individuals from a care experienced background.

DIVERSITY MONITORING FORM

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity monitoring form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.




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Thank you for taking the time to read this information pack. We hope that it has provided you with enough information to determine if this role is something that you could consider.

If you think you fit the description, then you will find working in Operations Control a rewarding and exciting career.

If you need any further information, please do contact us at ***SFRS.PODVacancies@firescotland.gov.uk***

Good luck with your application!

firescotland.gov.uk

Operations Control – Recruitment Info Pack

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