

Regional Control Centre Job Description and Person Specification

Section 1			
Role Title:	Control Room Operator	Reporting To:	Team Leader
Location:	RCC	Role/Grade:	
Overall Purpose of Role:		To effectively carry out emergency call handling, incident management and associated supporting activities.	
Section 2			
Key Responsibilities:			
<ol style="list-style-type: none"> 1. Undertakes Emergency Call Handling activities in accordance with regional and national Emergency Call Management principles 2. Mobilises appropriate resources in accordance with Fire and Rescue Service response principles. 3. Undertakes Incident Management and Operational Support activities. 4. Actively supports the integration and development of self and others. 5. Performs the role in all operational conditions e.g. Business as usual, Spate and in the implementation of the business continuity arrangements. 6. Uses and maintains the reliability and readiness of relevant control and operations equipment. 7. Contributes to promoting a culture of excellence and continuous improvement at all times. 8. Complies with all RCC policy, guiding frameworks and legal requirements especially equality, diversity, fairness & dignity in the workplace and Health and Safety. 9. Deputises for Team Leader as required. 10. Any other duties commensurate with the responsibilities of the role. 			
Key Decisions made by this Role:			
<ol style="list-style-type: none"> 1. Determine the appropriate response to each reported incident 2. Ensure sufficient incident details are obtained and distributed as appropriate 3. Ensure correct escalation of issues 			
Section 3			
RCC Vision			
RCC Values			
Corporate Objectives			

Section 4

Person Specification

1. Evidence of working and making effective and timely decisions under pressure, maintaining a confident and resilient attitude in highly challenging situations
2. Demonstrates an ability to work successfully in a team
3. Evidence of effective communication using an appropriate style, particularly when working under pressure or dealing with callers who may be anxious or distressed.
4. Experience of customer focussed working approach
5. Evidence of flexibility to achieve continuous personal and team performance through the development of self and others
6. Demonstrates a good level of literacy and numeracy to be able to assimilate and record information to reflect activity
7. Evidence of data entry and retrieval, and keyboard skills, to a speed of at least 30 wpm, with at least 75% accuracy.
8. Demonstrates an understanding of equality and diversity and experience of embedding a fair and ethical approach to others.
9. Demonstrates an openness to change and experience of actively supporting it
10. Understands, recalls, applies and adopts relevant information in an organised, safe and systematic way
11. Evidence of maintaining an active awareness of the environment to promote safe and effective working
12. Evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards

**Control Room Operator
National Occupational Standards**

National Occupational Standards	NOS	Trg Modules
Maintain information on FRS Ops Resources	CO1	
Take responsibility for effective performance	CO2	
Gather Information to co-ordinate an FRS Response	CO3	
Co-ordinate an FRS Response	CO4	
Maintain the reliability and readiness of FRS Control and Operations Equipment	CO5	
Manage FRS information to support the needs of your community	CO6	
Specialist or bespoke software	CO7	
Support the development of colleagues	CO8	