

## A Career in Emergency Fire Control

When a 999 call is received in the emergency Fire Control Room, based in Kidlington, highly trained staff will obtain as much information as possible about the emergency, and using a range of sophisticated technology, will evaluate the situation and despatch the appropriate fire appliances and other resources.

Fire Control Operators will remain in contact with the Fire Fighters at the scene using VHF radio and mobile phone systems. If further resources, specialised equipment or additional information is required at the incident it is the responsibility of the Fire Control Operator to make sure these requests are implemented quickly and efficiently.



Apart from fires, Fire Control Operators will deal with many varied types of incidents such as road traffic accidents, chemical spillages, aircraft crashes, floods, animal rescues and many other emergency situations.



Whatever the emergency, Fire Control Operators must be able to function well under pressure, work within a team, be able to react quickly, think fast and take and relay information and instructions accurately.

Fire Control Operators also deal with a wide range of other duties including

- Maintaining comprehensive data relating to incidents
- Recording and assessing the availability of fire and rescue service resources
- Providing information to the service e.g. wholtime and retained crewing levels
- Acting as a central link between stations, crews, officers and other members of the Fire and Rescue Service
- Maintaining communications equipment within the Control Room

Fire Control Staff work in 4 teams or watches, Red, White, Blue and Green. Each watch consists of a Watch Manager, a Crew Manager and 2 Control Operators. To maintain cover 24 hours a day, 365 days a year Control Staff work a shift system as follows: -

- 2 day shifts 0800hrs to 1800hrs
- 2 night shifts 1800hrs to 0800hrs
- 4 days off

Each Fire Control Operator is trained to a very high standard. Initial training for this specialised role will be intensive and will take approximately 12 weeks. The first 2 – 3 weeks will be classroom based and will be completed with an assessment, written and practical, which has to be passed before you are posted to a watch to continue further training.



Fire Control Operators undergo a probationary period and during this phase will receive further assessments to measure their progress. After satisfactory completion of the probationary period and being deemed competent, Fire Control Operators become qualified.

To become a Fire Control Operator you must be at least 18 years of age, have a good command of the English language, be able to communicate clearly and have good keyboard skills.

All applicants will be required to complete an application form. If selected you will undergo a series of practical and written exercises designed to assess the skills and attributes needed for this role. After reaching this stage you will be invited to attend an interview where you can be assessed on your skills and experience. If successful, references will be obtained and you will have to attend and pass a medical examination including a hearing test.