

Scottish Fire and Rescue Service

OPERATIONS CONTROL

# RECRUITMENT INFORMATION PACK

We are *SFRS*  
**YOU** are *SFRS*



**CAREERS**

WE ARE *SFRS*  
**YOU ARE *SFRS***



Blue Light Together



## THANK YOU

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

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

Key information is provided within this pack and further detail is available on the Careers Section of our website. We recommend that you take time to read all the information available – particularly in relation to the role.

The SFRS recognise and celebrate the vast diversity of the local communities of Scotland that we serve and aspire for this to be reflected within our workforce. We encourage candidates from diverse backgrounds, experience and beliefs, who share “Our Values” and want to make a difference in the community, to consider working for us.

For information on our Service Values [please visit our website](#).



# SCOTTISH FIRE AND RESCUE SERVICE

We are the fourth largest fire and rescue service in the world. Our key role will always be to respond to fires and other emergency incidents but we do much more than that in our [communities across Scotland](#).

Scotland is served by three Operational Control Rooms, and 356 Fire Stations of which 74 are crewed by Wholetime (full-time) firefighters. The Service also operates an On-call Duty System which covers 240 On call Retained stations and 43 On call Volunteer Stations. Some stations have combined crewing of both Wholetime and On call firefighters.

As a national organisation we deliver our front-line services locally across the three Service Delivery Areas (SDA's) in the North, East and West of Scotland. More information about the SDA's, including maps showing area coverage, can be found by clicking on the links detailed below:

- [North Service Delivery Area Map](#)
- [East Service Delivery Area Map](#)
- [West Service Delivery Area Map](#)

As well as front-line Service Delivery roles, our uniformed roles can span into Directorate functions such as People; Training, Safety and Assurance; Service Development and Strategic Planning, Performance and Communications.

Our high Service standards have demanded an ever increasing commitment to development and our uniformed colleagues continue to be amongst the best equipped and most highly trained in the world.





## THE ROLE

**Operations Control acts as the primary communications hub for the Fire and Rescue Service, receiving information and taking appropriate action in order to facilitate a successful and safe conclusion to incidents.**

When a member of the public dials 999 they will be connected via a telephone exchange operator to one of our three Operations Control locations. These Control Rooms are based within Dundee, Edinburgh and Johnstone. A Firefighter Control answers the emergency call and using emergency call handling techniques, gathers location information and details of the nature of the emergency from the caller. Using bespoke computer systems, the Firefighter Control records the information gathered and having established the nearest and most appropriate resources, mobilises a response.

The Firefighter Control is trained in the use of specialised emergency call handling techniques in order to support and protect callers in potentially life-threatening situations. They will identify risks to a caller's safety and advise on immediate actions whilst awaiting the arrival of fire crews.

The Firefighter Control supports the ongoing needs of incidents by managing requests from the incident ground, primarily via radio communications, recording this information within incident logs.

Operations Control is crewed 24 hours a day, 365 days a year and as such, each member of the team must be prepared to work days and nights, weekends, and on public holidays.

Training is conducted to develop skills and to keep up to date with policies and procedures. Although some of the work is routine, no two days are the same. The role is varied, challenging, and rewarding.

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.

# WHAT YOU NEED TO BE A FIREFIGHTER CONTROL

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

## ESSENTIAL CRITERIA

- Eligible to work in the UK
  - 18 years of age or over (at point of application)
  - Minimum of National 4 English, or equivalent
  - 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 (verbal and written)

## POST-SPECIFIC CRITERIA

- Ability to work shifts (including night shift, weekends and public holidays)
- Ability to travel, on occasion, to attend training relevant to role

# LEVEL OF COMMITMENT REQUIRED

Firefighters Control carry out their duties 24/7 which entails an average of 42 hours work per week. A shift watch system is operated which involves some unsocial hours, as follows:

- **2 days worked 0800 to 1800 hours**
- **2 nights worked 1800 to 0800 hours**
- **4 rest days (known as rota days)**

There is also a mid-shift pattern which is a 12hr day duty shift (4 days, 4 rota days).

\*Mid-shift is part of the nationally agreed structure in each Control and times may vary locally

Following the successful completion of initial training, you will commence your development phase. Everyone has their own personal development programme and will undertake regular assessments to check knowledge and understanding, practical application of skills and benchmarking of performance against set criteria.

You will also be required to undergo a 12, 24 and 36 months Skills Phased Assessment. Upon successful completion of the 3 year development programme a competent rate of pay will be awarded.

You will receive support and encouragement at all times to prepare for these assessments along with regular progress reviews. Continuous training and support is provided to meet development needs and evidence will need to be collected and assessed to maintain competence in the role.

The Fire and Rescue Service offers continuous in-house training to support people reaching their potential and to ensure that you are kept up-to-date with the latest developments and processes. There will be a requirement to complete continuous training with responsibility to maintain your own personal development and records.



## PAY & BENEFITS

**A career in the SFRS is wide and varied. As well as excellent learning opportunities, working with us as a Firefighter Control you can expect:**

- A rewarding, varied career
- A competitive salary and attractive pension scheme
- A range of excellent family friendly policies including those that promote a work life balance
- Excellent training, development and career progression opportunities
- Wide range of employee benefits available to you and your family including the Firefighters charity/Family Support Trust
- Generous leave entitlement that increases with service

- Access to 'mylifestyle' for saving/discount schemes, including tax savings through our salary sacrifice schemes, and a range of financial wellbeing resources
- Access to gym facilities and health and wellbeing services and advice
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

**Salaries for the Firefighter Control role are as follow (as at July 2023):**

- Trainee rate £25,819
- Development rate £26,895
- Competent rate £34,415

## THE RECRUITMENT PROCESS

You will need to demonstrate that you have the potential to carry out this challenging role through successful completion of our recruitment process.

The recruitment and selection process consists of several stages, which are progressive, therefore applicants must be successful at each stage to progress on to the next. If you are unsuccessful at any stage your application will not be continued.

Throughout the recruitment and selection process correspondence will be via the recruitment portal, letter and email.

Information on the various stages of our recruitment process can be found on [our Website](#).

A holding pool of successful candidates will be created and held for up to 12 months. Being within the holding pool does not guarantee an offer of employment will be made. Holding pools will be created at each stage of the recruitment and selection process; pools will be reviewed periodically and disbanded where there is no longer a Service need for these to be maintained.

## 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 through each question carefully and answer Yes or No:

Question	Yes/No
Are you someone that others 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 everyday, and where most of your contact with colleagues outside of Fire Control will be by telephone only?	
Are you able to manage your energy levels in 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 to deal with members of the public when they are distressed, confused or being obstructive?	
Are you able to communicate important information to children and/or adults?	
Can you work 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 have answered Yes to all of the above, please complete our application form. If you have answered No to any of the above questions, we would encourage you to think carefully about whether this is the role for you.



## CAREERS

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We hope this guide provides you with enough information to determine if this role is something that you could consider.

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you always keep your personal details updated and that you regularly check your email account and spam folder.

### Good luck with your application!

If you need any further information, please do contact us at [SFRS.PODVacancies@firescotland.gov.uk](mailto:SFRS.PODVacancies@firescotland.gov.uk)

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



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