

Person Specification

Post Title:	Firefighter (Control)		
Directorate:	Service Support		
Location:	Fire Control, Southern Fire and Rescue Station		
Grade:	Firefighter (Control)	Date:	January 2025

Guidance Notes

Please note that 'Essential' denotes those requirements, which the applicant **must** hold to be shortlisted for interview.

	Requirements: E = Essential D = Desirable	E/D	Measure (see below)
Knowledge and Experience			
<i>Applying Expertise and Technology</i>	Demonstrable experience of applying specialist technical expertise. Develops job knowledge, both theoretical and practical through continual professional development.	D	1
<i>Coping with Pressure and Setbacks</i>	Experience of working in a pressurised environment whilst keeping emotions under control during difficult or challenging situations.	E	1,3
<i>Job Specific</i>	Experience of working in a call centre.	D	1,3
	Demonstrable experience of accepting and actioning requests for assistance by telephone or other communication media.	E	1,3
Equality and Fairness			
<i>Minimum requirement EO requirement for the post</i>	Sound knowledge of and commitment to Equality, Diversity & Inclusion.	E	1,3
<i>This is law and part 7 of the Code of Practice on the English language requirements for public sector workers.</i>	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	2,3

Qualifications and Training			
<i>Academic Professional Job related Vocational</i>	Level 2 qualification maths or English or be able to demonstrate equivalent ability.	E	1,5
Skills			
<i>Following Instructions and Procedures</i>	Appropriately follows instructions from others.	E	2,3
	Follows procedures & policies; keeps to schedules.	E	3
	Ability to work quickly and accurately under pressure, using sound judgement to tight time scales.	E	1,2,3
<i>Planning & organising</i>	Plans activities well in advance & takes account of possible changing circumstances; manages time effectively.	E	1
<i>Working with People</i>	Shows respect for the views & contributions of other team members.	E	3
	Shows empathy; listens, supports and cares for others.	E	3
	Builds team spirit and reconciles and adapts to team needs.	E	3
<i>Adhering to Principles & Values</i>	Upholds ethics and values; demonstrates integrity; promotes & defends equal opportunities; builds diverse teams; encourages organisational & individual responsibility towards the community & the environment.	E	1
<i>Creating and Innovating</i>	Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.	D	1
<i>Achieving Personal Work Goals & Objectives</i>	Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.	E	3
Other			
	Ability to travel to other locations, both within the Service area and outside, as and when required.	E	1

	Must be willing to undertake a standard criminal record check	E	5
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Guidance Notes

In weighing the factors “essential” denotes those requirements that the candidate **must** hold. The qualities specified must be strictly based on requirements to perform the job and must not be unnecessarily restrictive or demanding.

Measures

1 = Application form

2 = Testing

3 = Interview

4 = Pre-screening

5 = Other (e.g.: DBS check/ Certificates)