

## Person Specification

|                     |  |              |              |
|---------------------|--|--------------|--------------|
| <b>Post Title:</b>  | Firefighter (Control)                          |              |              |
| <b>Directorate:</b> | Service Support                                |              |              |
| <b>Location:</b>    | Fire Control, Southern Fire and Rescue Station |              |              |
| <b>Grade:</b>       | Firefighter (Control)                          | <b>Date:</b> | January 2025 |

### Guidance Notes

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

|   | <b>Requirements:<br/>E = Essential<br/>D = Desirable</b>   | <b>E/D</b> | <b>Measure<br/>(see<br/>below)</b> |
|---|--|------------|------------------------------------|
| <b>Knowledge and Experience</b>   |  |            |                                    |
| <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                                |
| <b>Equality and Fairness</b>  |  |            |                                    |
| <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                                |

| <b>Qualifications and Training</b>  |   |   |       |
|---|---|---|-------|
| <i>Academic</i><br><i>Professional</i><br><i>Job related</i><br><i>Vocational</i> | Level 2 qualification maths or English or be able to demonstrate equivalent ability.  | E | 1,5   |
| <b>Skills</b>   |   |   |       |
| <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 &amp; 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 &amp; 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 &amp; 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     |
| <b>Other</b>  |   |   |       |
|   | 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 |
|--|---|---|---|

**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)