

Title: Fire Dispatcher Control Room Operator RPA836377

Series, Grade, Vacancy Number: S-2151- 06 VA15-RPA 836377
Location: RAF Alconbury
Wage: £11.10 (including 15% shift allowance)
Hours: 80 hours bi-weekly
Duration: Permanent
Date Posted: 29 November 2016
Closing Date: 13 December 2016

Description: Provides call taking and dispatching services for the Fire Department. Some emergency call handling. Requires no specialist knowledge; but basic communication skills are required. Will be required to accept emergency calls from on base personnel in stressful circumstances, or via electronic communications and direct connect telephones. Maintain maps, checklists and charts, including automated programs. Maintains an automated activity log of all significant daily events, vehicle movements, processes, or notifications received through the dispatch center. Operates and maintains telephones, automated data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the dispatch center. Prepares and maintains reports and records relating to fire service daily events. The bulk of the work is administrative telephone calls and computer based data entry.

Please provide detailed work experience as it relates to the required competencies listed below, as this will be used to determine your qualification for this position.

1. Knowledge of and experience in communications operations to include a basic knowledge of trunked radio operations, and patching radio frequencies.
2. Knowledge of and experience in basic computer operations to include word processing, retrieval and input of data. A qualified typist is not required however there is significant data inputting involved.
3. Knowledge of location and availability of vehicle fleet, the type of apparatus and equipment needed for the emergency at hand and a basic knowledge of firefighting techniques and terminology.
4. Ability to effectively communicate both orally and in writing using a calm and stable demeanor while dealing with emergencies.
5. Ability to multitask and to react accordingly within issued guidelines to ever-changing information and circumstances.
6. Work independently with immediate supervision.

OTHER SIGNIFICANT FACTORS:

1. Incumbent must attain International Fire Service Accreditation Congress Certification as a Telecommunicator, Level I & II as well as HAZMAT Awareness. CPR & EMR within one year of employment and requalify as required.
2. Incumbent is required to work an alternate work schedule, a 12 hour shift, which requires an uncommon tour of duty (including nights, weekends and holidays).
3. Incumbent is required to perform critical services regardless of weather conditions or base closure and report to the duty station at the regularly scheduled work time.
4. May be required to respond on off-duty time during a conflagration, or stay over until an emergency has been terminated or until properly relieved by a qualified dispatcher.
5. Works in close harmony with supervisors, co-workers, and others during day-to-day routines and during emergencies. Is required to maintain good working relationships with on and off-base agencies, maintaining a consistently courteous attitude at all times.
6. Position involves periods of high stress and a great deal of multi-tasking. The incumbent must be able to keep cool and calm during both pressured and emergency situations.
7. Must participate in exercises by relaying accurate information, and follow appropriate checklists. Must be resourceful and alert to adequately perform duties.
8. Incumbent must participate in recurrent proficiency training, as directed.

WHO CAN APPLY: Citizens of the UK, Nationals of European Community (EC) Countries, and Commonwealth Citizens, other Foreign Nationals, and Stateless persons provided no restrictions have been imposed as a condition of continued residency in the UK. Proof of identification in the form of a photo ID will be required, for example a Driving license or current passport. All successful applicants will require a security clearance. Please note Pre-appointment Security Clearance requirements may delay start date.

HOW TO APPLY: Interested candidates **must** complete a RAF Mildenhall, LNDH Employment Application obtainable from the Civilian Personnel Webpage: www.mildenhall.af.mil/units/100fss/civilianpersonnel.asp, and following the instructions on the webpage, Current vacancies for non-US. **Applicants will need to submit necessary documents with the application form to demonstrate that they are able to work in the United Kingdom. Incomplete application packages will not be considered.** All applications, with relevant attachments and/or CV/Resume can be submitted via email to the email listed on the last page of the application form or mailed to 100 FSS/FSMC (LNDH), Unit 4702, RAF Mildenhall, Suffolk IP28 8NF.

Please ensure to include the Title, Series, Grade, Location, and Vacancy Number on the top of the application and in the

subject line of any email correspondence.

Benefits include paid annual and sick leave and opportunity to join Group Stakeholder Pension Scheme. For additional information contact the LNDH team on 01638 544995.

EQUAL OPPORTUNITY EMPLOYER: There will be no discrimination in employment practices based on gender, age, marital status, disability, race, nationality, religion or beliefs, sexual orientation, being or not being a member of a trade union