



# **FIREFIGHTER CONTROL**

**APPOINTMENTS PROCESS 2026**

**CANDIDATE PACK**



# WELCOME TO MERSEYSIDE FIRE & RESCUE SERVICE

Welcome to Merseyside Fire & Rescue Service and thank you for your interest in working in our Service.

This is an exciting time to join us and begin your career as a Firefighter Control. We are looking for innovative, forward-thinking individuals, who are courageous, compassionate, who serve with integrity, and who will make a meaningful impact to achieve our aim to be the best Fire & Rescue Service in the UK; One Team, putting its communities first.

This candidate pack should provide you with a good foundation, with lots of information and links to pertinent documents to help you get to know us much better.

We set high standards at Merseyside, and we're not embarrassed to say so, our selection process will be challenging for all the right reasons and will reward the best candidates with a career with excellent development opportunities and an ability to make a real difference.

We have a long a proud history. Be part of our future.



**NICK SEARLE**  
CHIEF FIRE OFFICER

## CANDIDATE PACK CONTENTS

1. INTRODUCTION & WELCOME
2. OUR LEADERSHIP MESSAGE
3. ADVERT & KEY INFORMATION
4. THE SELECTION PROCESS
5. JOB PROFILE, PERSON SPECIFICATION, VALUES, BEHAVIOURS AND CODE OF ETHICS
6. FREQUENTLY ASKED QUESTIONS
7. ABOUT MERSEYSIDE
8. OUR COMMUNITY
9. BENEFITS
10. STAFF NETWORKS
11. ADDITIONAL INFORMATION



## OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening.

Saving lives and keeping our Firefighters safe matters to us.

We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community - it's where we are from, it's where we have brought up our families. We reflect our area - looking after each other and showing kindness.

Our teams continue to shape our story putting our community at the heart of everything we do.

We have a long and proud history of being bold - a mindset of let's try it- let's do it.

For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play - **our place, our culture and our people** are what make us great.



# WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

## OUR VISION

**To be the best Fire & Rescue Service in the UK.**  
One team, putting its communities first.

## OUR PURPOSE

**Here to serve. Here to protect. Here to keep you safe.**

## OUR AIMS

### Protect

**We protect people from harm**, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.

### Prevent

**We are there for you.** We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.

### Prepare

**We will always be the best that we can be** by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.

### Respond

**We will be there when you need us most**, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.

## OUR SERVICE

### We are bold

Embracing new ideas to build on the confidence and trust the community place in us.

### We are professional

Always giving our best to be the best we can be.

### We are safe

Protecting lives and keeping our firefighters safe.

### We are built to help

Looking after people and looking after each other.

### We are positive

Recognising how far we have come and being positive about the future.

### We are relentless

Overcoming barriers to help people feel safe.

## OUR VALUES

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

# MERSEYSIDE FIRE & RESCUE SERVICE

## FIREFIGHTER CONTROL APPOINTMENTS PROCESS ADVERT



### SALARY:

- £28,865\*** per annum, during the 10 week recruit training course and whilst completing the Emergency Contact Handler Apprenticeship.
- £36,937\*** per annum once you complete the apprenticeship and become a competent Firefighter Control.

\* An additional 5% will be paid on completion of the initial recruit training course, if you are appointed into the duty system with the retained cover element.

We are now recruiting for Firefighter Control Operators to join our incredible team, a team recognised for its outstanding work in the heart of its communities.

If you are someone who loves their community; who does the right thing when nobody is looking; respects others and includes everyone; then we want to hear from you.

We are proud to reflect the communities we serve, and we will do whatever it takes to protect the public.

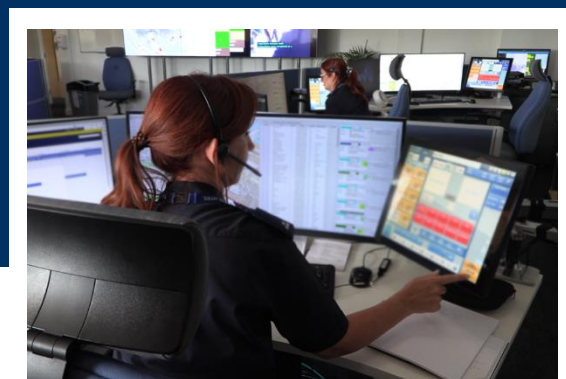
**We have a long and proud history. Be part of our future.**

### THE ROLE

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening. Saving lives and keeping our Firefighters safe is what drives us.

We are diverse and proud of it, different people bringing different life experiences but working together to achieve outstanding impact. We are part of our community - it's where we are from, it's where we have brought up our families – it is what shapes us. We reflect our communities – looking after the most vulnerable and each other.

Our teams continue to shape our story putting our community at the heart of everything we do. We have a long and proud history of being bold – a mindset of let's try it – let's do it. For Merseyside Fire & Rescue Service, good enough is never good enough.



### THE ROLE

#### **Fire Control – not just a Call Centre**

Who answers the emergency call when someone needs help from the Fire and Rescue service?

It is the calm, reassuring voice of our Fire Control staff. The title for this role is **Firefighter Control**, also referred to as **Fire Control Operator**.

Fire Control is a dynamic function that's plays a key role in ensuring that Fire appliances and other Fire Service resources are mobilised quickly to incidents.

Firefighter Control Operators play a huge part in making sure emergency situations are brought under control, mobilising additional resources and requesting the attendance of other agencies as required to assist the initial attending fire crews to resolve an incident.

Operating 24 hours a day, seven days a week, Firefighter Control staff work effectively, to ensure that calls for Fire Service assistance are dealt with appropriately and that Fire Service assistance is quickly and efficiently mobilised. Firefighter Control Operators use a range of questioning techniques and advanced technology solutions, to mobilise Fire Crews quickly to the correct location to deal with an incident.

Some calls will be less demanding, and some will require quick decision making under intense pressure, whilst providing safety advice or survival guidance to a caller. However, alongside intensive training, the available technology, teamwork and support from Fire Control colleagues ensures that the correct advice is given and the appropriate Fire Service response is made.

As well as answering emergency calls, the role in Fire Control also involves monitoring the overall availability of Fire Service resources, logging calls, dispatching the correct fire service response to an incident and monitoring and recording radio communications from an incident. All of this is done using a computerised mobilising system.

The modern Fire & Rescue Service is not just about fighting fires. Dealing with calls for fires to floods, rescues of people and animals from fires, water, road traffic collisions and other emergency situations, the role of Firefighter Control Operator is interesting and rewarding, with no two days being the same.

## YOUR FUTURE

We are looking for people with the right skills and values, people who are just as passionate as we are and are willing to go the extra mile to protect the most vulnerable people in our communities. You will understand their needs and be able to support them during a crisis.

If you are motivated by helping people and would like to be part of a team working with courage, compassion, and integrity to provide an effective emergency service response for our diverse Merseyside community, joining Fire Control may be just the job for you.

If you always give your best and want to be part of a highly trained and incredibly skilled team, then this is the job for you.

**If you're looking for a life-changing career where you will make a difference every day to the lives of people in your community, then the role of a Firefighter Control is the job for you!**

If you believe that you have what we're looking for, please complete the on-line application form to be considered for a career like no other.

## OUR LEADERSHIP BEHAVIOURS

Our Leadership Behaviours for Firefighter Control (Leading Yourself) outline how we act and the difference we make to the people around us.

<b>Personal Impact</b>	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
<b>Outstanding Leadership</b>	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
<b>Service Delivery</b>	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
<b>Org. Effectiveness</b>	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

## KEY INFORMATION ABOUT THE ROLE:

### WHAT SKILLS ARE REQUIRED?

The role of Firefighter Control is a highly skilled role, which ideally requires candidates to have the following attributes -

- Excellent communication and listening skills
- Personal resilience
- Multi-tasking
- Attention to detail / accuracy
- Quick decision making and risk assessment
- Remaining calm under pressure
- Empathy with callers
- The ability to provide reassurance and safety advice to callers
- Ability to remaining focused during periods of low activity
- Keyboard skills
- Being able to work as part of a team

Most of the activity in Fire Control is recorded on incident logs, good spelling ability and being able to type at dictation speed are a key part of the role.

### DUTY SYSTEM SHIFT PATTERNS

#### Shift patterns

Fire Control operates on shift pattern which is either a day or a night shift. All shifts are 12 hours in duration, and they run from 7am – 7pm for a day shift, or 7pm to 7am for a night shift. Candidates should be prepared to routinely work weekends and bank holidays, including Christmas and New Year.

**2-2-4 Wholetime** – This pattern consists of 2 days and 2 nights followed by 4 days off.

**2 -2-4 Wholetime with a retained cover element** – Staff working on this contract will work a mixture of 2 days/2 nights or 4 days with a retained recall during the evening over the 4-day period, both of these shift types will be worked in two-week blocks with 4 days off between each 4 days of duty.

If staff are recalled to Control during the evenings of their retained day shifts, they will be required to report to Fire Control within a 45-minute response time. Candidates that do not drive should take this into consideration.

**Fire Control Wholetime Retained (FCWTR)** staff will work a regular pattern of 4 days on duty followed by 4 days free from duty.

FCWTR staff will be aligned to one of the existing watches in Fire control.

FCWTR duties will be worked in 2 blocks.

#### Block 1

Block 1 will comprise of 2 consecutive tours, each of 8 days duration, with each tour being made up of 4 consecutive day shifts followed by 4 rota days free from duty. During block 1, each day shift will be immediately followed by a retained night shift, referred to as DR shift.

#### Block 2

Block 2 will follow block 1 and will comprise of 2 consecutive tours, each of 8 days duration, with each tour made up of 2 x consecutive day shifts followed by 2 x consecutive night shifts. This will be followed by 4 rota.



## **INITIAL TRAINING**

Prior to commencement of the training course, you will be provided with an onboarding and pre-course learning document.

The initial training course is delivered over 10 consecutive weeks 5 weeks will be delivered at our Training and Development Academy, Long Lane in Aintree. The next 5 weeks will be held in the primary Control room at our Service Headquarters, Bridle Road, Bootle.

Daily course times will either be 8am – 4pm or 9am – 5pm, Monday to Friday.

The initial 2 weeks are intensive, with the requirement to learn a large amount of background information about MFRS.

During the remainder of the course, you will be taught how to use the computerised mobilising system, emergency call handling skills, radio procedure and other skills required for the role.

## **PROGRESSION FROM TRAINING COURSE & APPRENTICESHIP PROGRAMME**

You will be enrolled on a Skills England – Level 3 Emergency Contact Handler Apprenticeship.

The apprenticeship course is formulated to develop the knowledge, skills and behaviours required for the role. The full apprenticeship program will be explained fully during the initial training course. You will receive support and guidance throughout the process.

The Emergency Contact Handler apprenticeship takes 12 to 18 months to complete and will commence once the initial training period has concluded.

As a standard requirement for the apprenticeship, you will be required to provide qualifications certification for GCSE level English and Maths. If these have not already been achieved prior to employment, you will be required to pass the exams before completion of the apprenticeship.

The opportunity to attain these qualifications will be offered through our Training & Development Academy.

Following an Inspection by Ofsted in 2023 MFRS was commended by Ofsted Inspectors for producing some of the best and most highly skilled Firefighters in the country.

Ofsted rated MFRS as outstanding for personal development, behaviour and attitudes.

## **National Resilience Fire Control (NRFC)**

Merseyside Fire & Rescue Service is also the lead authority for National Resilience. Fire Control oversees the management and co-ordination for deploying various specialist capabilities and national resilience resources across England and Wales. The National Resilience program provides the ability for Fire and Rescue services to better handle significant incidents, including major incidents, natural disasters, and terrorist attacks.

The NR capabilities include Urban Search & Rescue (USAR), High Volume Pumping (HVP), Mass decontamination (MD), Chemical, Biological, Radiological and Nuclear (explosion) CBRNe incidents, Detection Identification Monitoring (DIM), Command & Control Enhanced Logistics Support (ELS), Marauding Terrorist Attack Response (MTA) and Wildfire.

Training for performing these duties will be delivered towards the end of the apprenticeship program.

## **BENEFITS OF WORKING IN FIRE CONTROL**

- Enrolment into the Local Government Pension Scheme
- Free use of an on-site gym
- 30 days paid annual leave.
- Public holidays will accrue a day in lieu (8 days per year), any public holidays worked will be paid at time and a half rate. Public holiday leave dates can be requested at any time, however, the day off will not be granted if it will take staffing to below the minimum staffing requirement.

- Additional training - able to access a wide range of training to improve your skills.
- Camaraderie – the bond between Fire Control staff endures through tough times. You will become a part of a supportive team, facing many challenges together. These bonds will become life-long friendships.
- Wellbeing support
- Access to local staff networks
- Uniform is provided
- Free car parking

## THE SELECTION PROCESS

### TIMESCALES

**Closing date for applications: Midnight Sunday 18th January 2026**

**\*\*Please note should we receive a sufficient number of applications; we reserve the right to close the advert early\*\***

**Interviews and assessments, to be held during week commencing 9<sup>th</sup> February 2026**

**This recruitment process is to fill places on our next training course which begins April 2026.**

## STAGES OF THE SELECTION PROCESS

### STAGE 1: ONLINE APPLICATION

There are two parts to the online application process. First of all, you will need to complete an application form available via on our careers page on our website [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk).

This application form will ask for your personal information, work history, references, and any training or qualifications which are relevant to the role.

Once you have submitted this application, you will receive a link via email to complete the second part of the application form. For this part, you will be asked to provide examples to demonstrate how you display some of the Leadership Behaviours and Person Specification criteria relevant to the role of Firefighter Control. It's important you give us examples which show us what **YOU** have done.

Our Leadership Behaviours and Person Specification are included in the candidate pack and can also be found [here](#). For the role of Firefighter Control, you should detail your examples against the Leadership behaviors outlined against **LEADING YOURSELF**.

Your answers will be assessed by a member of the recruitment team and if your answers pass shortlisting. The highest scoring applications will be progressed through to the next stage, which is interview and assessments.

You should set aside sufficient time to complete the 2<sup>nd</sup> part of the online application. You will not be able to save your answers and come back to them in this part of the application. You may therefore wish to view the questions, then prepare your answers in a separate word document and then copy and paste into the application form before submitting.

Please be mindful of the word limit (300 words per answer.) Scores awarded will be reduced for answers which are significantly over the word limit.



To ensure fairness, managers shortlisting the application forms do so without access to your personal information.

**We do not accept CV submissions for this vacancy. Please read the below information to assist with completing your application form.**

### **GUIDANCE**

The second part of the online application allows you the opportunity to provide examples on how you have demonstrated some of the criteria set out in the Firefighter Control Person Specification and our **LEADERSHIP BEHAVIOURS**.

You will receive a link via email to complete the second part of the application. When you access the questions, write down one example which tells us how you've demonstrated that criteria. Make sure you tell us what **'YOU'** have done, avoid using **'WE'**. Examples can be from your work, school, college, university, hobbies or volunteering experience. Your answers will be scored against how well they demonstrate the behaviours we're looking for.

## **Closing date for applications Midnight Sunday 18<sup>th</sup> January 2026**

**\*\*Please note should we receive a sufficient number of applications; we reserve the right to close the advert early\*\***

### **STAGE 2: INTERVIEW & ASSESSMENTS**

The assessments will ask candidates asked to complete spelling, message typing and listening tests followed by an interview, all taking place on the same day.

Your interview will be with a member of the HR team and a Senior Manager. The questions you will be asked will be a mix of competency-based questions such as 'Tell us about a time when you....' or 'Talk us through an example when....'

These questions are designed for you to talk through what skills you have using real life examples and are based on the National Fire Chiefs Council [Core Code of Ethics behaviours](#)

The STAR technique is a great way to answer these type of interview questions. Further advice on this technique can be found [HERE](#).

### **STAGE 4: PRE-EMPLOYMENT CHECKS**

If you are successful following the interview and assessments, you will be offered a place on the Firefighter Control training course subject to a number of pre-employment/compliance checks being successfully completed.

- Proof of eligibility to work in the UK
- Disclosure Barring Service check, in the form of a standard disclosure barring service check
- Employment references to cover the last 3 years of your employment including verification of absences. As part of our commitment to safer recruitment any gaps in employment will be discussed with you in detail.
- A medical assessment
- Proof of qualifications

Candidates are required to have G.C.S.E. English & Mathematics Grade C / Grade 4 – 9 or a recognised equivalent as detailed by the Institute for Apprenticeships.

If candidates do not have the above qualifications, if successful they will be required to undertake an assessment and achieve literacy and numeracy qualifications during their apprenticeship program.

#### **STAGE 4: OFFERED A PLACE ON A RECRUIT COURSE**

Once all of the above pre-employment checks have been met to our satisfaction you will then be issued with a contract of employment.

## JOB PROFILE



<b>JOB TITLE:</b>	Firefighter Control
<b>SALARY:</b>	<p><b>£28,865*</b> per annum, during the 10 week recruit training course and whilst completing the Emergency Contact Handler Apprenticeship.</p> <p><b>£36,937*</b> per annum once you complete the apprenticeship and become a competent Firefighter Control.</p> <p>* An additional 5% will be paid on completion of the initial recruit training course, if you are appointed into the duty system with the retained cover element.</p> <p>The salary is inclusive of providing on call cover. You will not be required to provide on call cover until training has been completed and you are developing in the role.</p>
<b>DIRECTORATE:</b>	Operational Preparedness
<b>TEAM:</b>	Fire Control
<b>LOCATION OF WORK:</b>	Joint Control Centre
<b>HOURS OF WORK:</b>	42 hours per week
<b>DIRECTLY RESPONSIBLE TO:</b>	Watch Manager – Fire Control
<b>LEADERSHIP BEHAVIOUR LEVEL:</b>	Leading Yourself

**MAIN JOB PURPOSE**

To effectively carry out emergency call handling, incident management and associated supporting activities, using an integrated Command and Control system.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

**KEY AREAS OF RESPONSIBILITY**

1. Undertake emergency call handling from members of the public and other agencies relating to requests for emergency and non-emergency assistance.
2. Utilise all methods of communication and gather information to mobilise appropriate resources, informing other agencies of needs for support services and taking account of all factors, which influence an efficient and effective response.
3. Provide support to callers, including determining risks to their safety and advising on immediate action until operational resources arrive.
4. Monitor communications and act on information received to facilitate a successful conclusion to events locally and nationally.
5. Maintain and input comprehensive and accurate data for entry onto incident logs and other records.
6. Use and maintain reliability and readiness of control room equipment and carry out administrative jobs in connection with operational and national requirements.

7. To be responsible for ensuring that your conduct and behaviour accords with the Service Policies on Equality and Fairness at Work, Ground Rules, Health and Safety and promotes an environment of dignity and respect amongst colleagues.
8. Undertake training and other duties as required, commensurate with the responsibilities of the role.

## VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

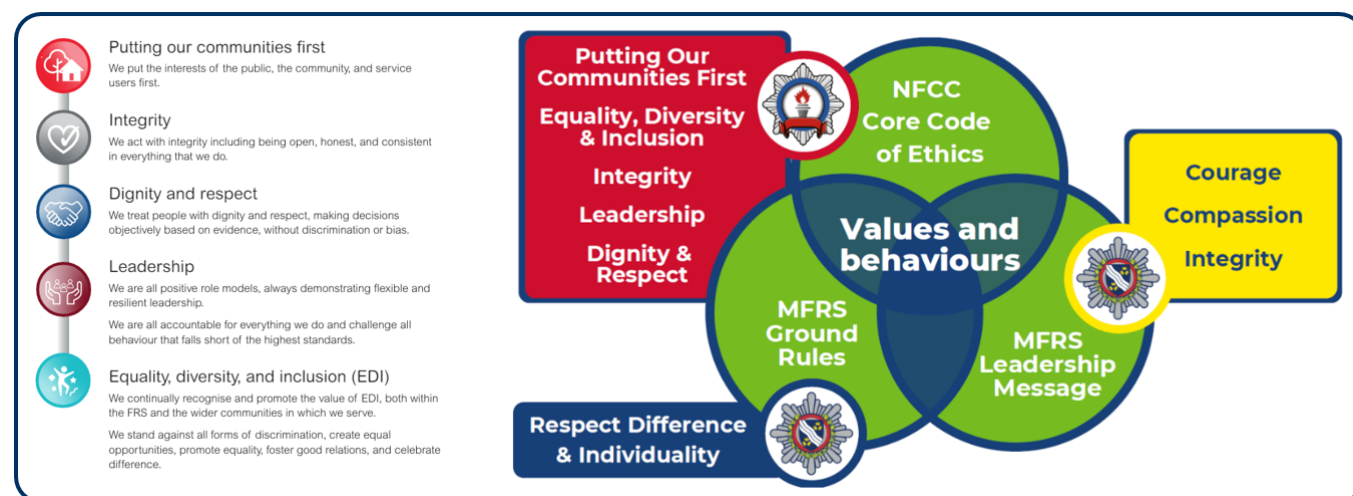
### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRS's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



## LEADERSHIP BEHAVIOURS

### LEADING YOURSELF

<b>Personal Impact</b>	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
<b>Outstanding Leadership</b>	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
<b>Service Delivery</b>	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
<b>Org. Effectiveness</b>	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

December 2025

## MERSEYSIDE FIRE & RESCUE SERVICE

# PERSON SPECIFICATION



**MERSEYSIDE  
FIRE & RESCUE  
SERVICE**

<b>Job Title:</b>	Firefighter Control	<b>Team:</b>	Fire Control
		<b>Directorate:</b>	Operational Preparedness

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
Candidates are required to have GCSE English & Mathematics Grade C / Grade 4 – 9 or a recognised equivalent as detailed by the Institute for Apprenticeships.  If candidates do not have the above qualifications, if successful they will be required to undertake an assessment and achieve literacy and numeracy qualifications during their apprenticeship program.	E	A & PD
General basic IT qualification	D	A & PD
Typing qualification	D	A & PD
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
Merseyside Fire & Rescue Service's aims and objectives	D	A & I
Previous experience in a similar environment	D	A & I
SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
Ability to stay calm under pressure	E	A, A C & I
Make and apply decisions based on the assessment of risk	E	A, A C & I
Access, interpret and provide relevant information, including feedback	E	A, A C & I
Communicate clearly and effectively with a range of people	E	A, A C & I
Plan and prioritise work in response to work demands	E	A, A C & I
Ability to work with and make positive contributions to effective teamwork	E	A, A C & I
Recognise and support distressed people	E	A, A C & I
Identify and provide appropriate safety advice	E	A, A C & I
Treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity	E	A, A C & I
Ability to enter information accurately & efficiently using a keyboard	E	A, A C & I
WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
Meet the medical standard required for the role	E	MFRS
Disclosure Barring Service check, verification of unspent criminal records will be undertaken in the in the form of a standard disclosure barring service check	E	MFRS
Requirement to undertake shift work	E	A & I

	Requirement to be flexible with shift patterns as per organisational needs					E	A & I
A AC	Application Assessment Centre	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete

### FREQUENTLY ASKED QUESTIONS

Here are some of the most frequently asked questions we get about Firefighter Control recruitment...

#### How old do I need to be?

You must be at least 17 and a half years old at the time of your application. You need to be at least 18 years of age to work the required shift pattern. There is no upper age limit.

#### The role title is Firefighter Control – Does that mean I will be trained as a Firefighter?

Firefighter Control is a specialised role which is focused on emergency call handling and incident management, you will not be trained in the Firefighting role. Your expertise will be in critical communication, rapid decision making and co-ordinating the emergency response to incidents.

#### I want to be an operational Firefighter. Will working as a Firefighter Control make it easier for me to become a Firefighter?

It is important to note that this role does not serve as a direct pathway to becoming an operational Firefighter, although the role does give a valuable insight into emergency response and the role of the Operational Firefighter.

If you are interested in becoming an Operational Firefighter, you will need to follow the same recruitment process as other non-Fire Service candidates.

#### Do I need to have a driving licence?

You do not need to hold a full UK driving licence when you apply, however, if you are successful, you will need good transport options to be able to travel to and from work around shift start and finish times of 7am and 7pm or to meet the response time if your contract contains a retained recall element.

#### Do I need to live in Merseyside?

If you are recruited onto a contract with the retained cover element, you may be required to respond immediately to Fire Control to meet the retained commitment in your contract of employment. This commitment can only be met if you have a permanent residence in Merseyside or very close to the Merseyside boundary, meaning you are able to respond to Fire Control within 30 minutes. Confirmation of your permanent residence will be required prior to the start of the recruit training course

#### What qualifications do I need?

Candidates are required to have GCSE English & Mathematics Grade C / Grade 4 – 9 or a recognised equivalent as detailed by the Institute for Apprenticeships.

If candidates do not have the above qualifications, if successful they will be required to undertake an assessment and achieve literacy and numeracy qualifications during their apprenticeship program.

#### Is this a full-time job?



Yes - this role is either 42 hours per week or a contract of 42 hours per week with a retained on-call element.

### **What will I be paid?**

£28,865\* per annum during the 10-week recruit training course and whilst completing the Emergency contact handler apprenticeship.

£36, 937\* per annum once you complete the apprenticeship and become a Competent Firefighter Control.

\*An additional 5% will be paid on completion of the initial recruit training course, if you are appointed into the duty system with the retained cover element.

### **Do I need to pass a medical?**

You will undergo a medical assessment as part of the entry standards. This is to ensure that you are fit to perform the duties of the role. The medical will include hearing and eyesight checks, height and weight measurements and blood pressure. **If you have any additional questions or queries you can email [recruitment@merseyfire.gov.uk](mailto:recruitment@merseyfire.gov.uk)**

## OUR COMMUNITY

Living in Merseyside will reward the successful post holder in lots of different ways. It's difficult to put into words what it can offer, at the heart of it though, is an opportunity to be part of our Community, our Place, our Culture and our People. That's what makes us and Merseyside great.

Merseyside is an area steeped in maritime history; it is an area of rich heritage with worldwide links to culture, arts, music and sport.

The city of Liverpool is an important centre for culture throughout the world, it boasts world leading attractions in the arts, music, theatre, entertainment and sport.

Liverpool has one of the most impressive collections of museums in Europe, boasting more galleries and national museums than any city in the UK outside London.

Merseyside moves to its own rhythm; Liverpool is a city that's very heart beats with the sound of music. A UNESCO City of Music, famous for its Mersey Beat and for those four lads that changed the music world forever - but that's not all.

We have a plethora of theatres on offer throughout the region, many situated in our bustling city centre such as the Philharmonic, The Empire and the Playhouse. You'll also find them within towns throughout our region like the Floral Pavilion in New Brighton and the Shakespeare North Playhouse in Prescot.

Liverpool City Region boasts three historic football clubs: Everton FC, with its new historic waterfront stadium, and Liverpool FC are two of the Premiership's finest. Wirral's Tranmere Rovers play at Prenton Park in Birkenhead.

The region is also home to England's Golf Coast, the finest stretch of championship golf in the world, with no fewer than three Royal Links courses which have hosted endless Open Championships and Ryder Cups.

Horse-racing is huge in the city; Aintree and Haydock racecourses offer top-quality racing including the world-famous Grand National Festival at Aintree each spring.



## THERE'S MORE ...

Merseyside is also home to a number of top rugby teams, including St Helens (Saints) - the most successful Rugby League club of the Super League era.

Being a maritime hub we're also the perfect place to try your hand at watersports, with a number of centres across the city region including Liverpool Watersports Centre and Wirral Sailing Centre based at West Kirby Marine Lake, with courses available for all ages and levels of experience.

Don't just take our word for it, come for a visit, with excellent transport links you'll be here in no time and once you're here you won't want to leave.

### OUR PEOPLE

Our people have a mindset of lets try it – lets do it. We are bold and always give our best to be the best we can be. Our people are diverse, each bringing something different to their roles but working together to achieve outstanding impact.

Merseyside is world renowned for its welcoming and friendly atmosphere, Merseyside Fire & Rescue Service is no different – we are built to help, we look after our Communities and we look after each other.



### OUR PLACE

Merseyside spans 249 square miles of land and whilst it contains some of the most deprived areas in England, where the Service can make a real difference; it is also home to some of the most desirable and sought after locations which attractions more and more people into the region each year.

### OUR FAMILY

We know just how important family is to our staff and Merseyside offers a fantastic setting for people relocating to the area. With its mix of rural areas, small towns and the bustling city centre of Liverpool, Merseyside really does have it all.



**Eating Out:** Food and Drink in Liverpool is fantastically varied, from sleek fine dining to indie bistros and pop-up foodie heavens to high-street favorites. Merseyside has no shortage of award-winning restaurants, with a variety AA Rosette and Michelin starred venues to get your taste buds tingling.



**Green Spaces:** In Liverpool City Region we are blessed with an abundance of outdoor spaces. We have 200 acres of parkland under 15 minutes from the city centre at Sefton Park. We've pretty beaches on both sides of the water. Trips to Crosby Beach to visit Antony Gormley's Iron Men, National Trust's Formby Beach, Thurstaston Beach and Hilbre Islands all need to be on your must visit list.



**Education:** Merseyside is home to some of the highest performing Secondary School in the UK. There's no shortage of Higher Education options either, with world leading Universities such as University of Liverpool, Hope University and Liverpool John Moores University not to mention institutes such a Liverpool Institute for Performing Arts (LIPA).

## BENEFITS

**Merseyside Fire & Rescue Service recognises the hard work and commitment of its staff. In return, we can offer the right candidate a competitive reward package.**

- ❖ **We're positive about personal development:** Considerable investment in learning & development, including High Potential Programmes, Coaching, Mentoring and professional development schemes. The Service has invested in a state of the art training facility. More information about this is available **HERE:** <https://tinyurl.com/3b36mbcw>
- ❖ **We're positive about staff welfare:** Provision of outstanding Health & Wellbeing Services with dedicated mental health and wellbeing resources. More information about our positive practice in mental health can be found **HERE:** <https://tinyurl.com/yvahtrfx>
- ❖ The Service have developed work life balance policies and procedures that support and enable you to balance your paid work, your family life and your ability to attend work.
- ❖ **We're positive about fitness:** All sites have on-site fitness suites.
- ❖ **We're positive about making a difference:** Diversity is seen as a strength of the Authority. As an organisation, we seek diversity at all levels and expect a work environment in which all employees can develop and contribute to their full potential. Our established **Staff Networks** play a vital part in that.

### STAFF NETWORKS



At Merseyside Fire & Rescue Service we believe that Staff Networks are a powerful way in which to engage with staff and a great way to promote, celebrate and raise awareness of equality, diversity, and inclusion throughout the organisation.

We currently have seven staff networks: Armed Forces, Gender Equality, LGBTQ+ (Lesbian, Gay, Bisexual and Trans), Health & Wellbeing, Neurodiversity, REACH (Race Equality Cultural Heritage) and Socio-Economic Networks.

Each network offers a safe place for staff to come together, share experiences and provide mutual support. In addition, networks act as a critical friend to MFRA and have great potential in helping to shape the culture and behaviours of the organisation.

## ADDITIONAL INFORMATION

You may find it useful to read these documents to assist in preparing you for the recruitment process. Information can also be found:

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



To produce our **Community Risk Management Plan** (CRMP) we assessed foreseeable risk in Merseyside, considered the demand for our services and the vulnerability of our communities. From this we have developed actions for the next three years that will improve community safety in Merseyside.

Our actions focus on prevention of fires and other emergencies, ensuring that property owners abide by the laws related to fire safety, preparing for emergencies and delivering an effective emergency response. We previously produced Integrated Risk

<https://www.merseyfire.gov.uk/media/pn4ft0lo/community-risk-management-plan-crpm-2024-27.pdf>

**Thank you for your interest in applying for the role of Firefighter Control.**

**If you require any further information, please contact the Recruitment team via [recruitment@merseyfire.gov.uk](mailto:recruitment@merseyfire.gov.uk)**

**Good luck!**