



CAMBRIDGESHIRE
FIRE & RESCUE SERVICE

**MAKE A
DIFFERENCE.**

**BE THE
DIFFERENCE.**

EMERGENCY CALL HANDLER

**PREVENT
PROTECT
RESPOND**

A message from our **Chief Fire Officer**



Thank you for considering a role with Cambridgeshire Fire and Rescue Service.

At CFRS, our purpose is simple and meaningful: to protect, prevent, and respond. Whether you're working on the frontline or in a professional support role, this shared mission connects every member of our team. It's what drives us to keep communities safe, reduce risk, and be there when it matters most.

Being part of CFRS, regardless of the role you play, is more than responding to emergencies. It's about making a difference every day, being part of something bigger and contributing to a Service that people trust and value.

We're proud of the culture we've built. In our most recent engagement survey, 88% of our people said they're proud to work for CFRS, and 84% agreed that everyone is welcome. Our teams describe the organisation as welcoming, supportive, and inclusive and we work hard to make that a reality, every day, for everyone.

People join CFRS for different reasons - whether it's a desire to help others, give back to the community, develop new skills, or be part of a close-knit team. Whatever your motivation, you'll find a place here where your contribution matters and where you're supported to grow and thrive.

If you share our commitment to protecting people, preventing harm, and responding with care and professionalism, we'd be proud to have you as part of our team.

Matthew Warren

A handwritten signature in black ink, appearing to read 'Matthew Warren'. The signature is fluid and cursive, written over a light grey background.

Chief Fire Officer



Our values

Being part of CFRS means joining a team that cares - about the work we do, the people we serve, and each other. Our Service Values of Welcoming, Respectful and Professional are not just words. They shape how we treat one another, how we serve our communities, and how we carry out our work each day.

We welcome difference, treat people with respect, and take pride in doing things properly. Whether you're responding to an emergency, delivering fire prevention advice, or supporting others behind the scenes, these values guide how we protect people, prevent harm, and respond when it matters most.

If our values connect with you and you're looking for a career where your contribution matters, you'll thrive in a role that's built on trust, respect, and purpose.

Values and Behaviours



Welcoming

I am welcoming and inclusive.

I consider and support my colleagues' wellbeing.

I appropriately address language and behaviours that are not in line with our values.



Respectful

I treat everyone with dignity and respect.

I embrace diversity and difference.

I am mindful of my impact on others.



Professional

I always act with integrity and am accountable for my behaviour, actions and words.

I communicate clearly and listen attentively.

I am open and receptive to feedback.



What we do

At CFRS, our purpose is clear and powerful: to protect people, prevent harm and respond when we're needed most. It's more than a saying - it shapes everything we do.

- Protect – We work with our communities to identify and reduce risks, safeguard vulnerable people, and support resilience across homes, businesses, and public spaces.
- Prevent – Through education and outreach, we aim to stop incidents before they happen - from fire safety visits to road safety campaigns and community engagement.
- Respond – When emergencies do happen, we act swiftly and professionally - whether it's fires, road traffic collisions, floods, or other incidents.

This purpose unites everyone at CFRS - from firefighters on the frontline to those behind the scenes. No matter your role, you'll be helping to deliver a trusted public service that saves lives, reduces harm, and supports our communities to thrive.

Prevent

We're always available to respond if there's an emergency, but our work focuses on stopping fires from happening in the first place. Our community safety work is a priority and we help those most at risk of a fire in the home.

Protect

It's not just in the home where fire safety is important. All non-domestic premises by law must have fire risk assessments carried out by the owners or a responsible person. This is to ensure that employees and any visitors are as protected as they can be from fire and that they could evacuate safely.

Respond

Our crews of highly trained firefighters are ready to respond when needed - not just to fires, but to a wide range of emergencies. Each year, we attend around 1,500 fires, 400 road traffic collisions, and over 600 other incidents, including flooding, animal rescues, chemical spills, and water rescues.



Job Advert: **Emergency Call Handler**

£28,865 pa

42 hours per week

Permanent and Fixed Term Opportunities available

Location: SHQ, Huntingdon

Be the calm voice when it matters most.

Fire Control colleagues are the unseen professionals behind every emergency response. When someone dials 999, you will be the first point of contact - gathering information, making fast, accurate decisions, and mobilising the right resources to protect lives, property and our communities.

This is a demanding role that combines communication, judgement and teamwork. It isn't always fast-paced - there can be quieter periods - but when demand spikes, you'll need to switch gears quickly and stay focused under pressure.

If you're looking for a role where accuracy matters, no two shifts are the same, and your work directly supports emergency response, a career in Fire Control could be right for you.

What you'll be doing:

Responding to emergencies

- Taking emergency calls and gathering accurate, clear information from callers
- Supporting callers during stressful and often emotional situations
- Mobilising fire service resources to incidents based on risk, location and availability
- Supporting the ongoing management of incidents as situations develop
- Contributing to continuous improvement across the Control function

Managing information and systems

- Monitoring the availability of operational resources across the Service
- Managing and updating information systems to support effective decision-making
- Retrieving, recording and sharing information accurately and efficiently
- Testing and maintaining communications and mobilising equipment

Working with others

- Building effective working relationships with colleagues across the Service
- Sharing knowledge and supporting the development of others in the workplace
- Providing a communications focus for the Service outside of normal office hours
- Handling general enquiries made to Combined Fire Control

What this role is really like:

- Shift work is essential - Fire Control operates 24/7, including nights, weekends and public holidays.
- The pace varies - there will be quieter periods, balanced by times of intense activity where accuracy and focus are critical.
- Accuracy is non-negotiable - small details can make a big difference during an emergency.
- The role can be demanding - you could be speaking with people who are distressed, but you won't do it alone. Training, support and teamwork are central to how we work.

What we're looking for:

You don't need previous emergency service experience — we provide full training. We're looking for people who can demonstrate:

- Clear, calm and confident communication
- Strong attention to detail and the ability to remain accurate under pressure
- Good judgement and decision-making skills
- The ability to work as part of a close-knit team
- A commitment to learning, development and high professional standards
- Flexibility to work shifts as part of a 24/7 service

Why join CFRS?

- Be part of a service with a clear purpose: Protecting our communities, preventing harm, and responding when people need us most
- Receive structured training and ongoing development
- Work alongside dedicated colleagues who rely on each other every day
- Make a real difference - even when you're behind the scenes

Make the move. Make a difference. Join CFRS today:

To apply for this opportunity please read the Recruitment Pack and complete an [EDI Form](#) and send your CV and covering Letter (detailing your suitability for the role against the person specification in the Recruitment Pack) to recruitment@cambsfire.gov.uk

*Please note any CVs submitted without a Covering Letter will not be considered.

Closing date: 12noon 30th January 2026

Job Description: **Emergency Call Handler / Firefighter (Control)**

Responsible to: Station Commander Fire Control

Responsible for: No line management responsibility

Job purpose: To receive and respond to emergency calls

Main Duties & Accountabilities

Emergency Response

- Gather information to aid effective response to emergency calls.
- Mobilise resources in response to the needs of an emergency.
- Support emergency callers.
- Support the ongoing needs of an emergency event.
- Contribute to the continuous business improvement of the service.

Maintain information and equipment

- Monitor the availability of operational resources.
- Manage information to support decisions on operational cover.
- Gather required information.
- Inform and advise others.
- Retrieve and enter data to update databases.
- Extract required information from databases.
- Test communication and mobilising equipment.
- Maintain communication and mobilising equipment.

Personal development

- Take responsibility for personal performance.
- Establish and maintain effective working relationships with people.
- Develop your own skills to improve performance.
- Communicate your own skills and knowledge to colleagues.
- Support development of colleagues in the workplace.

General duties

- Receive and process general enquiries made to Fire Control.
- Provide a communications focus for the Service outside of normal working hours.
- Support and promote the Service's fairness at work policy and procedures to ensure fairness in employment and service delivery.
- Support and promote the Service's health and safety policy and procedure to maintain a safe and healthy working environment.

CORPORATE ACCOUNTABILITIES (applicable to all employees)

Equality and Inclusion

Support and promote the Service's statement, policies and procedures on Equality and Inclusion in employment and service delivery.

Health, Safety and Risk

Ensure that health, safety and risk issues are factored into all areas of activity Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment

Personal Development

Responsible for updating own practices and professional knowledge. Undertaking personal development activities as agreed with line manager.

General

To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

OTHER GENERAL REQUIREMENTS OF THE ROLE

CPD

The post holder must be willing to continuously develop their professional knowledge, experience and understanding.

Travel

Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc

PERSON SPECIFICATION: **EMERGENCY CALL HANDLER / FIREFIGHTER (CONTROL)**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
Qualifications /Education	Able to type at 40+wpm with 90% accuracy.	x		Selection process
	4 GCSEs (or equivalent) at grades A to C to include English Language.	x		Application
Communication	The ability to communicate and converse at ease with customers and provide advice or give correct information in accurate spoken / written English.	x		Application & Selection Process
	Knowledge of second language.		x	Application & Selection Process
	Experience of alternative communication e.g. two way radio work.		x	Selection process
	Experience of customer service e.g. excellent telephone manner		x	Selection process
Motivation	Able to work quickly, calmly and confidently under pressure in an emergency situation. Is open to change and actively seeks to support it.	x		Selection process
	Be committed to work in a disciplined environment involving shift work and unsocial hours.	x		Selection process
	Committed to self-development.	x		Selection process
	Maintains a confident and resilient attitude in highly challenging situations.	x		Selection process
	Adopts a conscientious and proactive approach to work to achieve and maintain excellent standards.	x		Selection process
	Understands and respects diversity and adopts a fair and ethical approach to others.	x		Selection process
Organisational	Works effectively with others.	x		Selection process
	Maintains high attention to detail in a fast paced environment	x		Selection process
	Understands recalls, integrates and applies relevant information in an organised, safe and systematic manner.	x		Selection process
IT	Experience of using ICT packages confidently e.g. Microsoft packages	x		Selection process

PERSON SPECIFICATION: EMERGENCY CALL HANDLER / FIREFIGHTER (CONTROL)

Skills	Strong interpersonal skills.	x		Application & selection process
	Well-developed influencing and negotiating skills. Seeks 'win/win'.	x		Application & selection process
	Articulate and effective communicator, able to present and explain complex issues appropriately (both verbally and in writing) to diverse audiences.	x		Application & selection process
	Able to prioritise varying demands and manage time effectively – able to remain focused on the 'important few' rather than the 'trivial many' without compromising on service quality or negatively affecting relationships. Can plan, prioritise and meet deadlines.	x		Application and selection process
	Ability to work as an individual and as a team member. Ability to deliver through the team as well as individually	x		Application and selection process
Motivation	Self-motivated and enthusiastic about People, with a "can-do" approach.	x		Application and selection process
	Customer focused and driven by fulfilment in reaching high standards and genuinely supporting the organisation to achieve its objectives	x		Application and selection process
	Enthusiastic, flexible and motivated to work towards the goals of the organisation.	x		Application and selection process
	Demonstrates commitment to the principles of equality and inclusion.	x		Application and selection process
	Ability to act as a role model to the Services values and behaviours, consistently demonstrating the behaviours and cultural attitude that the Service seeks to embed.	x		Application and selection process
	Ability to maintain confidentiality and act with discretion and diplomacy.	x		Application and selection process
	Personal resilience and a flexible attitude in the face of difficulties.	x		Application and selection process
General	Full, current driving licence*		x	Application
	Successful applicants will be required to complete a standard or enhanced Disclosure and Barring Service (DBS) check as part of the pre-employment checks.	x		pre-employment
	Ability to work shifts that include: 2 days worked 0800 - 1700 hours 2 nights worked 17- to 0800 hours 4 rest days (know as rota days)	x		Application

***Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required**



The selection **process**

Stage 1: Application – CV and cover letter

Applicants are asked to provide a CV and cover letter. The cover letter should provide evidence/ examples on how you meet the personal specification for the role of a Firefighter (Control)

Applicants should ensure that they have listed all the qualifications that they wish to be considered providing full details e.g. Maths, GCSE, Grade C, June 1997, Longsands Community College St Neots, not 10 GCSE's A-C (9-4). This also includes providing copies of the qualifications that have been listed in your CV at Stage Two of the process. Failure to do so may prevent your application from being progressed.

Stage 2: Assessment

Shortlisted candidates will be invited to complete a computer based assessment designed around the role.

Stage 3: Interview

Successful candidates from stages one and two will be invited to attend a structured interview based on the Firefighter (Control) Job Description and Person Specification. The interview will last for approximately one hour.

How to **apply**

To apply for this opportunity please read the Recruitment Pack and complete an [EDI Form](#) and send your CV and covering letter (detailing your suitability for the role against the person specification in the Recruitment Pack) to recruitment@cambsfire.gov.uk

*Please note any CVs submitted without a Covering Letter will not be considered.

Closing date: 12noon 30th January 2026



Terms & Conditions

Terms & Conditions

The salary scale and conditions of service are determined by collective agreements covering Local Government employees made at the National Joint Council, Eastern Provincial Council and locally between this Authority and the recognised unions, and as supplemented by the decisions of the Authority.

Location

The successful applicant will be based at Service Headquarters, Huntingdon but will occasionally be required to travel to other sites in Cambridgeshire and out of County.

Salary

£28,865 pa

Payment is normally made 7 days before the last working day of the month by BACS transfer to your bank or building society account.

Type of Contract

Permanent and Fixed Term opportunities available

Hours

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 1700 hours
- 2 nights worked 1700 to 0800 hours
- 4 rest days (known as rota days)

Initial training is completed on a day duty, working Monday to Friday 9-5.

Offer Subject to

Completion of Medical Questionnaire/Medical Examination.

Receipt of references satisfactory to the Authority.

Evidence of right to work in the UK (including Settled Status or Pre-Settled Status for most EU citizens)

Requirement to complete a standard or enhanced Disclosure and Barring Service (DBS) check

Duties

The enclosed job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet with changing circumstances. You may on occasion be required to undertake work outside of your normal duties to meet the needs of the Service.

Pension

Membership of the Local Government Pension Scheme, this is funded by contributions both from you and the Fire Authority. Your contribution is dependent upon salary and will be between 5.5% and 7.5% of your salary. Transfer of contributions from previous employment is possible under certain circumstances. You will receive an explanatory booklet if appointed

Terms & Conditions cont.



Annual Leave

The annual leave entitlement is 30 days plus Public Holidays which is taken in accordance with Service Policies.

Subject to exigencies of the Service you shall be entitled to a day's leave on the eight statutory public holidays. An employee who is required to work on Public Holidays shall be paid at double time for those hours and be granted a day's leave in lieu. After five years' service, three additional days are granted as long service leave.

Other leave: Special leave arrangements exist covering bereavement, nursing sick relatives, adoption, paternity, maternity and parental leave, and jury service. Subject to operational requirements special leave arrangements also exist covering certain public duties, e.g. magistrate, school governor, etc.

Equal Opportunities

The Fire Authority is committed to providing equality of opportunity in employment and service provision.

Sickness

The Authority operates a nationally agreed scheme, which provides for varying periods of sickness absence on full pay followed by half pay, according to the length of recognised continuous Local Government service. There is a minimum of one month on full pay and one month on half pay, rising to a maximum of six months on full pay and six months on half pay after five years' service.

Training & Development

Effective and regular training will be essential for the proper performance of your duties. Some training courses that you will undertake are compulsory and training venues may be outside Cambridgeshire areas.

Training and Development has a high priority in the Authority. It is seen as a continuous process and you will be encouraged to develop relevant skills. You may be offered financial or other assistance where appropriate and subject to affordability.

Uniform and Personal Appearance

Uniform is provided and must be worn whilst you are on duty in accordance with Service Policies and Procedures.

Whilst on Duty Firefighters (Control) are expected to maintain personal appearance, hygiene and cleanliness of uniform in keeping with a disciplined service.

Legal Right to work in the UK

Asylum and Immigration legislation requires all employers to obtain proof that prospective employees have a legal right to work in the United Kingdom. You will therefore be asked for a National Insurance number and documentary evidence such as a valid passport or other identity documents.

Other Employment

You must notify the Authority if you hold or take up other employment, to meet the requirements of the Working Time Regulations, and must limit your working hours over all employment to 48 hours per week on average.



About Cambridgeshire Fire Control



Cambridgeshire Fire 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 conclusion to events.

When a member of the public dials 999 a telephone exchange operator will connect them to Service Control at Headquarters in Huntingdon. A Firefighter (Control) answers the emergency call and mobilises fire service resources. They ask a number of questions to determine the location and nature of the emergency, entering this information into a bespoke computer system in order to establish the location of the nearest fire appliances.

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.

Service 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.

What to expect from the role

On reporting for duty a short handover period takes place. This allows for those going off duty to handover all relevant information from the day, such as a brief of any incidents in progress, crewing deficiencies etc.

During the shift a variety of duties are performed, including:

- Answering emergency calls.
- Mobilising Fire Service assets for Cambridgeshire
- Transmitting and receiving messages via the radio.
- Ensuring the correct availability of officers and appliances is shown.
- Informing other emergency services and utility companies where required.
- Monitoring incidents from start to finish.
- Maintaining accurate incident logs.
- Completing computerised statistics after each incident to draw reports from.
- Carrying out other administrative duties.

Training is carried out 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.

What qualities & skills are required for the job? A Firefighter (Control) must have excellent listening skills, especially for taking emergency calls. Developed oral and written communication skills are essential. Team working is critical, and the ability to make quick decisions, whilst working under pressure is also essential. Please refer to the Job Description and Person Specification for full details.

Please note that the role of Firefighter (Control) does not carry out Firefighting duties and does not provide a career path into the role of Wholetime or On-Call Firefighter.

The position is based in the Service Control at Headquarters in Huntingdon but you may be asked to work from any location in the County of Cambridgeshire.





The first phase of your career

If you are selected to join Cambridgeshire Fire and Rescue Service, all new trainees will receive foundation training, consisting of technical, practical and theoretical work. There will be a period of time initially on a day duty system, and will consist of formal training along with time spent leaning and working with existing operators before moving to a shift pattern.

Having completed the foundation training you will be required to start operational duties in the role of Firefighter (Control), where you will be a responsible member of a well organised team (watch).

Following the successful completed of your foundation training you will commence your structured development plan. This will be in addition to the programmed watch training that takes place. Your development training will be reviewed on a regular basis to ensure the expected milestones are being achieved.

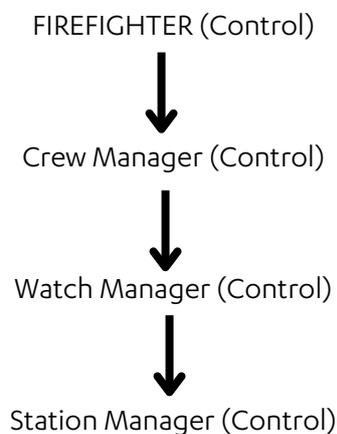
Training Throughout your Career

The Fire and Rescue Service offers continuous in-house and external training to support people reaching their potential and to ensure that you are kept up to date with the latest developments and techniques. There may also be a requirement to attend courses at various locations to progress your development and learning journey.

Promotion and Longer Term Career Prospects

There are opportunities for career development within the Fire and Rescue Service. Once you have completed your development programme you will be given opportunities to take on extra responsibilities, these opportunities are often in the form of project work and watch based responsibilities.

Within Cambridgeshire, career progression for Control personnel occurs as follows:





Is the role for **you**

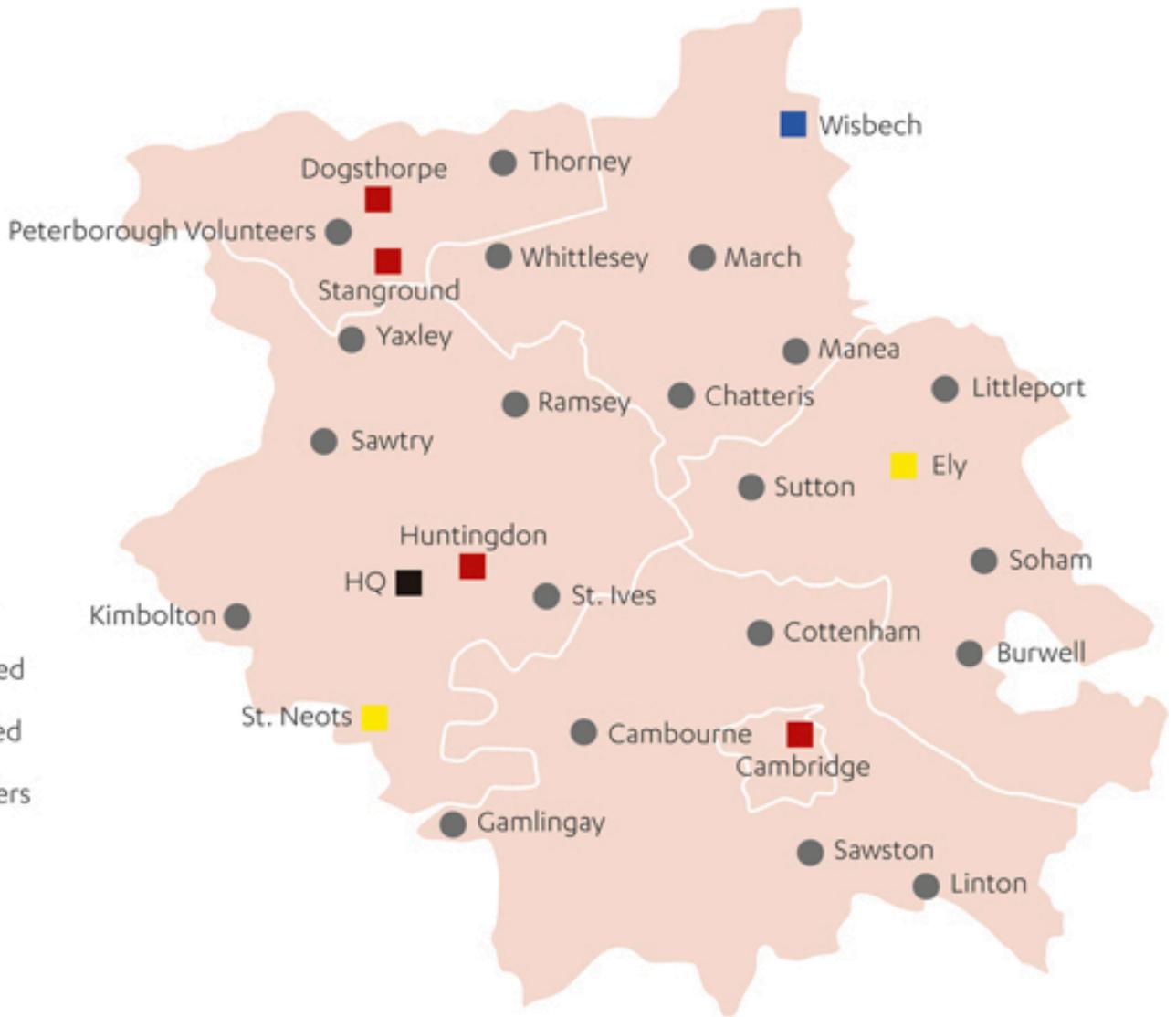
Working as a Firefighter (Control) is both rewarding and challenging. The questions below will help you to decide whether you are likely to enjoy working as a Firefighter (Control). Please read through each question carefully and tick Yes or No in the box provided.

Are you someone that others see as dependable?	Y	N	Do you want to work as part of a close-knit team?	Y	N
Are you prepared to work days, nights, evenings, weekends and Public Holidays?	Y	N	Can you get on with people from different backgrounds and cultures?	Y	N
Are you genuinely interested in people?	Y	N	Do you have the sensitivity to deal with members of the public when they are distressed, confused or being obstructive?	Y	N
Can you work in an environment where you will work with the same four or five people every day, and you will not see many other people?	Y	N	Are you able to communicate important information to children and/or adults?	Y	N
Can you work in an environment where most of your contact with colleagues outside of Fire Control will be by telephone only?	Y	N	Can you work under pressure?	Y	N
Are you able to manage your energy levels in prolonged and challenging situations?	Y	N	Can you stay focused in a busy environment?	Y	N
Can you work in an environment where sometimes you will be extremely busy, but some shifts may be fairly quiet?	Y	N	Are you committed to always maintaining and developing your skills?	Y	N
Are you prepared to work within a disciplined uniform service and take orders from a higher ranking officer?	Y	N	Are you able to convey detailed information clearly both verbally and in a typed format?	Y	N
Are you prepared to work to strict uniform guidelines?	Y	N	Are you committed, enthusiastic and prepared to see situations through to their conclusion?	Y	N
Can you take responsibility for representing the Service when you are at work and when you are not?	Y	N		Y	N



Station Locations

- On-call
- Wholetime
- 5-day crewed
- 7-day crewed
- Headquarters



Thank you for your interest in joining Cambridgeshire Fire and Rescue Service.

We're proud to be a Service that values dignity, respect, and equal opportunity for all. If you have any conditions - whether diagnosed or not - that may affect any part of the recruitment process, please let us know. This could include physical or mental health conditions, or anything related to neurodiversity.

Sharing this information is completely confidential and will not affect how your application is assessed. It simply helps us ensure that any reasonable adjustments can be made to support you through the process.

If you're successful, you won't just be joining a Service - you'll be joining a team that makes a real difference every day.

We wish you the very best of luck.

**MAKE A
DIFFERENCE.
BE THE
DIFFERENCE.**



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety