



FIRE SERVICE CONTROL OPERATOR

Working an average of 42 hours per week on a shift basis
Control Room, Joint Communications Centre, St Asaph
Salary – £28,865 Trainee to £36,937 Competent

We are looking to recruit Fire Service Control Operators to join our team on a 12-month temporary basis with full and part time opportunities available. Fire and Rescue Control staff are the first point of contact when an emergency is reported, playing a vital role in bringing incidents to a successful conclusion through the use of specialised call handling techniques.

Open day and night, the Control Room operates on a shift-based system providing cover 24 hours a day, 7 days a week. You will be part of a shift rota that is pre-planned 12 months in advance for both full and part time workers, enabling you to plan your personal life alongside your profession.

Remaining calm under pressure, the Control Operator receives, extracts and accurately records information from callers relating to requests for emergency and non-emergency assistance. The appropriate resources will then be mobilised to meet the needs of the event in accordance with laid down policies and procedures. You must be able to think fast, have good bilingual communication skills and relay both written and spoken instructions accurately in both English and Welsh.

The selection process consists of a number of assessments (including typing, Language skills and Numeracy skills) which must be successfully completed prior to interview. Interview and technical assessments are scheduled to take place week commencing 1st December 2025 and interviews the week of the 15th December 2025.

Please note that this post is subject to successful clearance of North Wales Police NPPV Level 2 vetting process and satisfactory references (Anticipated start date will be April 2026, following completion of vetting process with successful applicants). For further details about the role and salary, please refer to the information pack.

To apply, please complete and submit your application pack by email to: hrdesk@northwalesfire.gov.wales

**Closing date for receipt of application forms is 12.00 noon,
24/11/25**

The closing date will be strictly adhered to and no exceptions will apply.

We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh will be treated no less favourably than an application submitted in English.

