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**Senior Emergency Control Operator**

Candidate Information Booklet

**CLOSING DATE: 24thMarch 2025**



**BRIEFING DOCUMENT, APPLICATION & SELECTION PROCESS**

 **SENIOR EMERGENCY CONTROL OPERATOR**

**The Position**

Limerick City and County Council invites applications from suitably qualified persons, who wish to be considered for inclusion on a panel from which temporary and permanent vacancies for **Senior Emergency Control Operator** may be filled throughout the lifetime of the panel.

The Munster Regional Communications Centre (MRCC) is primarily responsible for the receipt of Emergency Fire Service calls and the despatch of Fire Appliances and other resources within the Munster Region. MRCC may have to take Emergency Fire Service calls for other regions as deemed necessary by Management.

The Position of Senior Emergency Control Operator involves the supervision of personnel, the receipt, call handling and despatch of Emergency calls within the Munster area and other areas as deemed necessary by Management. The hours of work are on a rotating shift basis to provide 24hr cover 365 days per year.

Senior Emergency Control Operators perform a range of duties including, but not limited to, the following:

**Operational Duties:**

* To ensure the prompt and efficient handling of all emergency calls by their shift.
* To ensure that all orders/instructions issued to the SECO or ECO’s on their shift by Principal Control Operators or Senior Officers are obeyed promptly and efficiently.
* To take sufficient calls and operate the radio sufficiently to maintain their level of expertise.
* To support, advise and pick up the overflow in busy periods.
* To ensure that all appropriate messages are logged and that any requests for assistance by the Officer in Command (OIC) are met promptly and efficiently.
* To maintain the Daily Occurrence Book and carry out the Shift Changeover.
* To ensure that following an error or difficulty encountered on their shift, a report for the Principal Emergency Control Operator and Executive Emergency Communications Officer is prepared immediately.
* To ensure that Operators on their shift are debriefed on all calls taken.
* To ensure that operators call taking times and accuracy are monitored and reported on as part of performance management.
* To provide a quarterly operational and performance report to the Principal Emergency Control Operator.
* To be progressive and positive in implementing new procedures, systems and technologies in the MRCC that will benefit the Munster area and other areas as deemed necessary by Management.

**Supervisory Duties:**

* To maintain discipline on their shift and follow the disciplinary procedures relating to Limerick City and County Council.
* To implement, monitor and report on the following on their shift-
	+ Time Keeping, Annual Leave, Sick Leave, Uniform, Rest Breaks,
	+ Administrative Duties, Performance, Training, etc.
* To monitor the cleaning/upkeep of the Kitchen, Rest Room and Control Room.
* To attend and participate in meetings as deemed necessary by management.
* To accurately and efficiently record and report on any errors difficulties experienced during operational incidents or otherwise in relation to their shift.
* Ensure Performance Management Development System process is delivered.

**Quality Management:**

* The implementation and development of all aspects of the Quality Management systems employed by the Munster Regional Communications System.

**Training Duties:**

* To ensure that all personnel assigned to their shift are up to date with Control Room Procedures and that they adhere to these procedures.
* To ensure that their Operators are trained in accordance with the defined training programme and that training records are kept accurately and up to date.
* To undertake responsibility for the training of new operators assigned to them and delegate training duties to their shift and report to Training Officer on same.
* To maintain their own personal training and maintain a high level of expertise.

**Administrative Duties:**

The duties shall be such and may include general clerical/administrative duties as may be assigned to the employee from time to time by Senior Management of Limerick City and County Council. The Senior Emergency Control Operator will be required to assist the Principal Emergency Control Operator in the following duties:

**Training**

* New Operators
* In-house training
* Supervisor training
* Specific courses relating to duties and individuals

**Uniforms**

* Ordering of Uniforms.

**Operational Documentation – Update and Maintenance of:**

* Control Room Contact Numbers
* Saadian Paging System
* Major Emergency Plans
* Control Room Procedures

**Statistics and Reports**

* Preparation of quarterly reports in relation to assigned duties as required.

**Management Information System and Data Management System**

* Data entry in address database
* Annual Leave/Sick Leave/Timesheets
* Radio Courses and Presentations

**Finance**

* Training on financial software other software packages
* Use of Agresso Financial System

This is not intended to be an exhaustive list. This list is subject to alteration at the discretion of the Council over time. The duties shall also include such duties as may be assigned in relation to the area of any other Local Authority. Duties may from time to time be assigned to you in relation to your employment and as may be appropriate to any particular function of Limerick City and County Council or any Local Authority for which the Director General is responsible and carry out such instructions as may be given in relation to the performance of your duties.

**The Person**

1. **Character**

Candidates shall be of good character

1. **Health**

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

1. **Education, Experience, etc.**

Candidates shall on the latest date for receipt of applications;

1. have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme,

**Or**

1. have passed an examination of at least equivalent standard

**And**

1. have proficiency in word processing skills particularly in the area of speed, accuracy, co-ordination and presentation

**And**

1. have a minimum of two years’ experience in a public service emergency call handling environment

\* Non Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

**Terms and Conditions**

1. **The Post:**

Subject to the availability of suitably qualified candidates, a panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Director General. The panel may be used by Limerick City and County Council to fill permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel.

1. **Annual Leave**

The successful candidate will have 30 days annual leave.

1. **Salary:**

Salary scale: €38,124.07 to €53,344.81 per year. Payment of increments is dependent on satisfactory performance.

A 20% shift allowance will apply for working weekends and nights.

Entry point of this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government & Heritage.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point (currently €38,124.07)

1. **Location:**

Limerick City and County Council reserves the right to assign the successful candidate to any department or premises in use by the Council, now or in the future.

Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to travel to and from work at their own expense.

1. **Hours of Work**

The working week is 39-hour week averaged over a 10-week period. Working hours will be under a shift system as set out in the roster system in operation at the centre.

The holder of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

The provisions of Limerick City and County Council’s Time and Attendance Policy is applicable to this grade at the current time.

1. **Sick Leave:**

The terms of the Public Service Sick Pay Scheme will prevail.

1. **Superannuation:**

The Local Government Superannuation Scheme applies.

1. **Travel:**

Holders of the post should hold a full driving licence for class B vehicles and shall be required drive a motor car in the course of their duties and for this purpose, provide and maintain a car to the satisfaction of the local authority. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Local Authority Travel and Subsistence Policy.

Limerick City and County Council, as employer, must be indemnified on your insurance policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

1. **Residence:**

The holder of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

1. **Safety and Welfare:**

The holder of the post shall co-operate with the terms of Limerick City and County Council’s Safety Statement and Major Emergency Plan. The successful candidate shall make themselves aware of the safety rules and procedures and make proper use of all safety, clothing and equipment.

1. **Training:**

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

1. **Taking Up Appointment:**

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

1. **Garda Vetting :**

The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Limerick City and County Council to ensure that ‘any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting’.

1. **Probation:**

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

1. There shall be a period after such appointments take effect, during which such person shall hold such post on probation.
2. Such period shall be set by the Director General and this period may be extended at their discretion.
3. Such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.
4. **Citizenship:**

Candidates must, by the date of any job offer, be:

1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of the United Kingdom (UK); or
3. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
4. A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
5. A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
6. A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa
7. **References:**

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Limerick City and County Council reserves the right to seek references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

1. **General Data Protection Regulation:**

Basis for Processing your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Limerick City and County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

If you do not furnish the personal data requested, Limerick City and County Council will not be able to progress your application form for the competition for which you are applying.

1. **Pre-Employment Medical:**

Prior to appointment the candidate will be required to complete a Health Declaration and may be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on appointment subject to statutory tax and statutory deductions.

1. **Canvassing:**

Any attempt by a candidate or by any person(s) acting at their instigation, directly or indirectly by means of written communication or otherwise, to canvas or otherwise influence in the candidate’s favour, any member of the staff­ of the Council, or person nominated by the Council to interview or examine applicants will automatically disqualify the candidate for the position they are seeking.

1. **Uniform**

The successful candidate shall be required to wear a uniform in accordance with the Munster Regional Communications Centre and maintain in good condition at all times while on duty. The uniform shall be supplied by the Munster Regional Communications Centre.

**Application Process:**

Completed application forms must be **e-mailed** to recruitment@limerick.ie **no later than 24th March 2025.**

An official application form must be completed in full by the closing date for the competition. Please note that amendments to the application form will not be accepted after the closing date. CV’s will not be accepted in lieu of an application form.

Please send your application from an e-mail address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address. Please also ensure that you regularly review your spam/junk email folder as occasionally your email service provider may direct emails to that folder.

**Selection Process:**

Candidates will initially be assessed to ensure that they have the minimum requirements for the position.

Candidates will then be assessed on the basis of the information contained in their application form to determine, having regard to the requirements of the position and the number who have applied, if they should be called for interview. Short-listing may apply.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Limerick City and County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position. Prior to a candidate being appointed, Limerick City and County Council will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

**Shortlisting:**

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Limerick City and County Council may decide that a number only will be invited to same.

In this respect, Limerick City and County Council provides for the employment of a short listing process to select a group for interview who, based on an examination of the application forms by an expert board, appear to be the most suitable for the position.

An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience.

It is therefore in your own interest to provide a detailed and accurate account of your **relevant qualifications/experience** on the application form.

**NOTE-** As part of the shortlisting process, achieving 50% in each competency will not guarantee that a candidate is called for interview.  Due to the number of applicants, only a proportion of those achieving 50% in each competency may be called for interview, based on the marks awarded in the shortlisting process.  Further qualified candidates may be called at a later stage at the discretion of Limerick City and County Council.

**Competitive Interview:**

Selection will be by means of a competition based on an interview conducted by or on behalf of the local authority. This interview may be in person or online, this is at the discretion of the Local Authority.

A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate permanent and temporary vacancies arise.

**Interview:**

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

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| **Work Based Achievement/Problem Solving/Knowledge and Understanding (200 Marks)** |
| * Demonstrates strong operational performance in regards to accuracy and efficiency of emergency call handling
* Demonstrates workplace achievement of quality by checking and monitoring work for accuracy and ensuring guidelines and procedures are followed
* Demonstrates workplace achievement of problem solving/decision making and examples of instances of same without close supervision
* Demonstrates experience of group problem solving
* Demonstrates prior workplace achievement of administrative duties
* Demonstrates a knowledge of the structure and functions of Munster Regional Control Centre
* Demonstrates a knowledge and understanding of the operations of a call handling centre in an emergency public service environment and matters that would be of benefit to such an environment
* Demonstrates knowledge and an understanding of quality and information management systems
* Demonstrates an understanding of the role of a Senior Emergency Control Operator
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| **Interpersonal / Communication and Team Work Skills (200 Marks)** |
| * Demonstrates tact and diplomacy when dealing with others and builds rapport by remaining polite and approachable at all times with others
* Demonstrates experience of effective team participation in a work place
* Demonstrates experience of report writing and correspondence in non-routine work situations
* Advocates a realistic approach and demonstrates experience of effective work based dealings with team colleagues and management
* Demonstrates experience of accurately and efficiently recording and reporting any errors or difficulties experienced during operational incidents
* Demonstrates experience of and commitment to meeting the needs of both internal and external customers in an efficient and effective way
* Demonstrates experience of achieving successful outcomes
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| **Initiative / Positive and Progressive Attitude (200 Marks)** |
| * Demonstrates initiative, openness and a willingness to adopt new ways of working and involving others in change
* Demonstrates examples of being progressive in implementing new procedures, systems and technologies in a work place environment
* Demonstrates by example a positive attitude
* Demonstrates experience of effecting work-based improvements.
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Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

**Limerick City and County Council is an Equal Opportunities Employer.**

**March 2025**