**MAYO COUNTY COUNCIL**

**EMERGENCY CONTROL OPERATOR**

**West Regional Communications Centre**

**INFORMATION BOOKLET**

**Closing Date not later than**

**4.00p.m on Thursday 30th January 2025**

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# MAYO COUNTY COUNCIL - THE ORGANISATION

Mayo County Council is at the heart of the local community and is the key driver of economic and social development in Mayo. As the democratic leader of the County, we represent the people while delivering vital public services to a population of over 130,000 citizens in the areas of housing, roads transportation, planning, environment, economic and community development, tourism, libraries, fire and emergency response, parks, amenities, heritage, and the arts. With over 1,200 employees, we offer a wide range of excellent career opportunities for candidates with an interest and passion for working in the public service, both from our headquarters in Castlebar and various district/area offices throughout the County.

**Our Mission**

To foster and promote the wellbeing and quality of life of our people and communities in Mayo and to enhance the County as a place to live, work, visit, invest, study, and enjoy.

**Our Vision**

A County that is Sustainable, Inclusive, Thriving and Proud.

**Our Values and Guiding Principles**

**THE PUBLIC AT THE CENTRE**

The public is at the centre of everything we do. The quality of their interaction with us, in accessing services, in participating and engaging in the local policies, projects and decisions that affect them is paramount. A commitment to quality customer service, open communication, and partnership working are fundamental to how our organisation operates.

**VALUE FOR THE PUBLIC**

The obligation to ensure we operate within our financial resource capacity and give value for money to the public in how we carry out our functions will guide our corporate plan.

**DEMOCRATIC MANDATE**

Mayo County will work proactively to deliver the Council’s democratic mandate.

**SUSTAINABLE DEVELOPMENT**

Mayo County Council is a Sustainable Development Goal (SDG) Champion, and this rightly reflects our aspiration to be a leader in sustainable development. As champions we will incorporate the SDGs into our work and will collaborate with the wider community to promote and advance the SDGs across Mayo.

# THE ROLE – EMERGENCY CONTROL OPERATOR

Mayo County Council is inviting applications from suitably qualified persons for the position of Emergency Control Operator.

The successful candidate will be assigned to WRCC (West Regional Communications Centre) at Fire Service HQ, Mayo County Council.

WRCC provides a vital 24 hour/ 365 day call answering service for the public to contact the fire services when they have an emergency.

## **CHARACTER:**

# QUALIFICATIONS – EMERGENCY CONTROL OPERATOR

Candidates shall be of good character.

## **HEALTH:**

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

## **EDUCATION, TRAINING, EXPERIENCE, ETC:**

**Each Candidate must, on the latest date for receipt of completed application forms:**

(a) 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 Applied Leaving Certificate or National Council for Vocational Awards – Level 2 or have passed an examination of at least equivalent standard as listed above or have satisfactory relevant experience which encompasses demonstratable equivalent skills.

Please note that a Grade B in Foundation Level Mathematics and Grade C in Foundation Level Irish may be accepted for the purposes of meeting the minimal educational requirements.

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.

## **DESIRABLES:**

**The following is desirable but not essential:**

* + - Experience or knowledge of a communications centre/ call taking and dispatch environment or equivalent.
    - Experience of computer and communications systems. Proficiency in word processing skills particularly in the area of speed, accuracy, co-ordination and presentation. A Computer qualification (such as ECDL or equivalent) would be an advantage.
    - A knowledge of the Irish language.

**Mayo County Council may carry out an examination of candidates to determine the level of competence in any of the areas and this may form part of the shortlisting process.**

## **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.

# PARTICULARS – EMERGENCY CONTROL OPERATOR

## **POSITION:**

A panel will be formed from qualified candidates from which permanent and temporary appointments may be made. This is a whole-time position and subject to a 24 hour/ 7 day shift duty system. The hours of work are on a rotating shift basis to provide 24hr cover 365 days a year. You may be required from time to time to work shifts outside your normal pattern and shift patterns are subject to change to meet operational requirements. The average working week should not exceed 39 hours. Persons employed shall be required to work irregular hours including weekends, Bank and Public Holidays and undertake such overtime as considered necessary from time to time by the County Council.

## **SALARY:**

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the position shall pay to the Local Authority any fees or other monies (other than inclusive salary) payable to or received by such holder by virtue of the position or in respect of services, which are required by or under any enactment to perform.

**SALARY SCALE:**

€37,404.71, €38,475.82, €39,849.26, €41,214.59, €42,215.01, €43,373.61, €44,723.83, €47,278.06

Plus 20% shift allowance, Sunday and Public Holiday premiums as applicable.

The starting pay for new entrants will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

## **DUTIES:**

The duties of the post are to give to the local authority, and

1. such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts 2001 and 2014, is Chief Executive, and
2. to any other local authority or body with which an agreement has been made by the local authority, or by any of the authorities or bodies mentioned in subparagraph (a) of this paragraph under the general direction and supervision of the Chief Executive or such other employee as the Chief Executive may from time to time determine, such appropriate services of an executive, administrative or management nature as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties to exercise such powers, functions and duties as may be delegated to him / her by the Chief Executive from time to time, including the duty of servicing all committees that may be established by any such local authority or body. The post holder will, if required, act for an employee of a higher level if qualified to do so.

**The following are among the principal duties envisaged:**

**Operational Duties**

1. Receipt and despatch of 999/112 emergency calls for the Fire Service and other calls in an accurate and efficient manner.
2. Receipt and follow through of 999/112 emergency and non-emergency calls.
3. To receive, transmit and record radio messages from the Fire Ground and act on such messages as appropriate.
4. To adhere to control room procedures, radio procedures, quality management processes and procedures etc.
5. To ensure the notification of other agencies, Local Authorities, Government bodies, Bord Gais, ESB etc.
6. To update incident sheets and transmit same to the Local Authorities.
7. To test equipment on an hourly, daily basis or as required.
8. To monitor, record and report faulty equipment and operate alternative systems in the event of a system failure.
9. To maintain and update the daily occurrence book.
10. To report and record malicious false alarms.
11. To page/contact other agencies such as An Garda Síochána, Coast Guard, Maintenance Authorities etc. as and when required.
12. To contact other agencies as outlined in the relevant Major Emergency Plans.
13. To contact Rostered Senior Fire Officers in accordance with pre-defined procedures
14. Operating various computer based systems in the control room and back up computer/hardcopy systems.
15. Updating and managing major emergency plans.
16. To accurately and efficiently record and report on any errors and/or difficulties experienced during operational incidents or otherwise.
17. To participate in the Performance, Management & Development System as required.

**Quality Management Duties**

* All West Regional Communications Centre personnel shall be required to actively participate in the implementation and development of all aspects of the Quality Management systems employed by the West Regional Communications System. The West Regional Communications Centre System is certified to the ISO9001:2015 quality management standard.

**Administrative Duties**

* Perform all administrative duties within the Regional Communications centre as required.

**Other**

**•** Act in position of Senior Emergency Control Operator as required.

**•** Assist with training of new operators.

**Testing**

* Testing and log information in relation to equipment within the Regional Communications centre.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

## **COMPETENCIES:**

Candidates for the post must demonstrate that they have competency and skills in the following areas. Application forms should include **two practical examples** which demonstrates these competencies. Interviews will be competency based and marks will be awarded under these skills sets.

|  |  |
| --- | --- |
| **Teamwork and Customer Care** | * Deliver front line customer services while portraying a positive customer service ethos at all times. * Be capable of dealing with difficult customers in an effective manner. * Be respectful, courteous and professional when dealing with customers and colleagues. * Understand customer needs and expectations and acts on these appropriately. * Develop and maintain good working relationships with others, sharing information and knowledge, as appropriate. * Understand their role in the team, making every effort to play his/her part. * Listen, take instructions and to keep calm under pressure. |
| **Information Management/ Organisational Skills** | * Demonstrate good organisational and record keeping skills. * Understand and follow procedures and processes. * Prioritise workloads and generate effective solutions. * Meet compliance requirements and deadlines * Use various IS packages/systems and is proficient in the use of new technologies. * Demonstrate commitment to self-development and improving skills and knowledge base. |
| **Delivery of Results** | * Complete work in a timely manner. * Adapt quickly to new ways of doing things. * Write with correct grammar and spelling and to communicate effectively both verbally and in writing at all times. * Deliver a message in a clear and coherent fashion. * Identify and appreciates the urgency and importance of different tasks. * Demonstrate flexibility in ensuring work is delivered and sees it through to the appropriate next level. |

**Candidates will also be assessed at interview on the basis of how they demonstrate their Relevant Knowledge and Experience.**

|  |  |
| --- | --- |
| **Specialist Knowledge,**  **Expertise and Self Development** | * Knowledge and understanding of the role of Emergency Control Operator * Range and depth of experience relevant to the post. * Specialist knowledge, expertise in previous & current working environment. * Understanding of local government legislation, local government policy. * A clear understanding of Health and Safety Policy and Procedures. |

## **UNIFORM:**

The person employed may be required to wear a uniform and maintain it in good condition at all times while on duty. The uniform shall be supplied by the County Council.

## **TRAINING:**

The person employed shall be required to undertake all ongoing training courses specified by the Council relevant to the operational or administrative needs of the Regional Communications Centre (including training courses outside of the State), if necessary.

## **COMMUNICATIONS EQUIPMENT:**

The person employed may be required to carry items of communication equipment for contact outside of normal working hours. The equipment shall be supplied by the Council.

## **RESIDENCE:**

Holders of the position shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

## **ANNUAL LEAVE:**

Annual leave entitlement is **27** days per year pro rata.

## **SHORTLISTING:**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While candidates 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, Mayo County Council may decide that a number only will be called to interview. A shortlisting process will apply whereby a group of applicants will be selected for interview who, based on an examination of the documents provided by each applicant, appear to be the most suitable for 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 are, prima facie, better qualified and/or have more relevant experience.

In the event of a shortlisting exercise being employed, The shortlisting process can take the form of:-

* Shortlisting of candidates on the basis of information contained in their application form (It is therefore in the interests of each candidate to provide a detailed and accurate account of his/her qualifications/ experience on the application form).
* Other written, oral or practical tests appropriate to the position.
* Preliminary interviews to reduce the number of candidates to a more manageable number for the final Interview Board ***or***
* Preliminary interviews to determine qualified candidates, after which a selected number of the qualified candidates are called back for final interview.

## **RIGHT TO INFORMATION AND REVIEW:**

Mayo County Council is committed to offering meaningful feedback to candidates who request it, and to dealing with such requests in a timely and efficient manner, in accordance with Mayo County Council Interview and Selection Review Procedure. Please see our website for full details of the procedure [www.mayo.ie/careers/current-vacancies](http://www.mayo.ie/careers/current-vacancies).

## **APPOINTMENT:**

Candidates whose names are on a panel and who satisfy the Local Authority that they possess the qualifications declared for the position and that they are otherwise suitable for employment may within the life of the panel be employed as relevant vacancies arise. The life of the panel will be one year from the date of its establishment.

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if he/she fails 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 him/her.

## **REFERENCES/DOCUMENTARY EVIDENCE:**

Each candidate will be required to submit as references the names and addresses of two responsible persons to whom they are well known but not related. Candidates will be required to submit documentary evidence to the Local Authority in support of their application.

## **SUPERANNUATION:**

As an employee of Mayo County Council, you will be assessed in terms of which Pension Scheme is applicable to you. You will become a member and contribute to the relevant scheme as outlined below:

1. Persons who become pensionable employees of a local authority under the Single Public Service Pension Scheme will be required in respect of their superannuation to contribute 3.5% of net pensionable remuneration and 3% of pensionable remuneration.
2. Persons who become pensionable employees of a local authority under the Local Government (superannuation) (consolidation) scheme, 1998 and who are liable to pay class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of State Pension Contributory payable at the maximum rate to a person with no adult dependant or qualified children).
3. Persons who become pensionable employees of a local authority under the Local Government (superannuation) (consolidation) scheme, 1998 and who are liable to pay class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration.

Persons who become pensionable employees of a local authority under the Local Government (superannuation) (consolidation) scheme, 1998 may be required to contribute to the Dependants Pension Scheme.

In order, to qualify for a pension, they must have served a minimum of two years (24 months) employment in an approved public body.

## **RETIREMENT AGE:**

**CLASS A PRSI**

Public Service Pensions (Single Scheme and Other Provisions) Act 2012:

The compulsory retirement age for new entrants as defined by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 is 70 years. Minimum pension age of 66 years, rising to 67 years and 68 years in line with State Pension age changes, is applicable.

Public Service Superannuation (Miscellaneous Provisions) Act, 2004:

There is no mandatory retirement age for ‘New Entrants’ (from 1st April, 2004 and before January 2013) to the Public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, 2004. The minimum age at which a person may retire is 65. As a ‘New Entrant’ to the public service, under the terms of this legislation, new entrants will not be required to retire on grounds of age.

Anyone who is not a New Entrant to the public service, as defined in the Public Service Superannuation (miscellaneous provisions) Act 2004, who has joined before 1st April 2004, is subject to a compulsory retirement age of 70 as per CLS2/2019 but can retire from 60 years of age.

**CLASS D PRSI**

Minimum retirement age will be 60 years with compulsory retirement age of 70 years.

## **BASE:**

Assignment of base shall be at the absolute discretion of Mayo County Council.

## **PROBATION:**

Where a person who is not already a permanent employee of a Local Authority is employed, the following provisions shall apply:

1. there shall be a period after such employment takes effect during which such person shall hold such position on probation.
2. such period shall be for six months, but the Chief Executive may at his or her discretion extend such period.
3. such person will cease to hold such position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such person is satisfactory.
4. the period at (a) above may be terminated on giving one weeks’ notice as per the Minimum Notice and Terms of Employment Acts.
5. there may be assessment(s) during the probationary period.

## **MEDICALS:**

For the purpose, of satisfying the requirements as to health it will be necessary for successful candidates, before they are appointed, to undergo at their expense a medical examination by a qualified medical practitioner to be nominated by the Local Authority. On taking up appointment the expense of the medical examination will be refunded to candidates.

## **GARDA VETTING:**

Offer of employment may be subject to a Garda vetting process. Failure to pass Garda vetting will result in employment being terminated with immediate effect.

## **CANVASSING WILL DISQUALIFY:**

Any attempt by a candidate (or by any persons acting on their behalf) to canvass or other otherwise influence any officer of the Council (or persons nominated by it to interview or examine applicants) in the candidates’ favour either directly or indirectly, by means of written communication or otherwise, will automatically disqualify the applicant for consideration for the position.

## **GENERAL DATA PROTECTION REGULATION:**

Mayo County Council is committed to protecting your personal data and we comply with our obligations under the Data Protection Acts, 1988 – 2018, and the General Data Protection Regulation.

**Basis for Processing your Personal Information**

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

When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied on our application form. This personal record is used solely in processing your candidature. You are entitled to obtain at any time, a copy of information about you, which is kept on record.

**Sharing of Information**

Outside of the HR recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied for, with a designated shortlisting and/or interview board.

If, following the competition, you are deemed a qualified candidate and offered a position, the information provided in your application form will form part of your Personnel File.

Furthermore, should you be offered a position and subsequently confirm your interest in the position, the information provided on your application form will be used to request service record and employment references.

**Storage Period**

Your application will be retained for two years from the date of the competition. Applications that are not progressed to interview stage will be destroyed.

**NOTES:**

Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the applicants favour any employee of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.