

Isle of Man Civil Service Job Description
--

Post: Emergency Services Joint Control Room (ESJCR) Operator

Grade: D200 (40 Hours) / Pay Band 7

Department: Department of Home Affairs

Division/Section: Communications Division

Location: Emergency Service Control Room (ESJCR)

Responsible To: ESJCR Team Manager

JOB PURPOSE:

The primary purpose of this role is to provide critical support to Emergency Services through call-taking and dispatcher operations, serving as the pivotal link between the public and Emergency services. This includes:

Acting as a “first, first responder” across all three Emergency Services, delivering life-saving guidance and initiating emergency responses.

Supporting the 24/7 operations of the Emergency Services by acting as logistics coordinators, resource allocators, and multi-agency communication hubs.

Ensuring that all call-taking, dispatching, and incident management adhere to the specific standards, regulations, codes of conducts, protocols, and targets set by all relevant stakeholders for emergency, urgent, and routine operations.

Liaising with external agencies and stakeholders to facilitate a coordinated response, ensuring public safety and operational efficiency.

Providing a professional service to all callers, including members of the public and external organisations, ensuring that their needs are met with attention and care.

This role extends to individuals on the Isle of Man and beyond, with the ESJCR facilitating liaison with International Emergency Services outside the jurisdiction as and when required.

MAIN ACTIVITIES:

Operate as both a call-taker and dispatcher, balancing the demands of triaging emergencies while potentially managing ongoing incidents across the three services.

Act as a decision-maker in high-pressure situations. prioritising resources, and escalating incidents when necessary.

Coordinate daily call-taking and dispatch operations to ensure a high quality, efficient service that meets the demands of Emergency Services and the public.

Triage all emergency calls using advanced questioning techniques in time pressured situations to assess risks and determine appropriate action/responses. This includes early identification of serious and/or potentially life-threatening situations.

Provide potentially life-saving advice to callers, including pre-arrival instructions during medical, fire, or public safety emergencies.

Managing IMAS resources including logging on/off units, directing vehicle movements around the Isle of Man, standing down staff for meal breaks and dealing with general IMAS staff enquiries.

Receiving and managing non-emergency requests for Ambulance transportation from other healthcare providers.

Dispatching and updating IMAS response via radio to all classes of calls including 999, urgent, routine, air transfer etc. as required.

Dispatch Fire Service in accordance with all service requirements.

Dispatch and monitor Police resources whilst collaborating with the Force Incident Manager.

Obtain all critical and relevant information pertaining to police-related incidents without the use of scripted triage software to ensure timely and accurate deployment.

Dispatch and monitor Police, Fire, and Ambulance resources, ensuring efficient use of personnel and equipment while safeguarding the safety of responders.

Manage information flow, ensuring that time-critical intelligence is shared appropriately to protect life and property.

Adhere to, and engage with, Quality Assurance, GDPR compliance, and Health & Safety protocols.

Engage in the Personnel Development Review process to identify training needs and career development opportunities including mandatory ELearn/LEaD Vannin Courses.

Personal responsibility to ensure mandated training hours are undertaken within the requisite ten-week shift pattern.

Ensure familiarity and compliance is maintained with new and updated Standard Operating Procedures (SOPs) at all times.

OTHER RESPONSIBILITIES:

Maintain up-to-date qualifications as an Emergency Medical Dispatcher (EMD) and Emergency Fire Dispatcher (EFD), ensuring compliance with International Academies of Emergency Dispatch standards.

Operate and maintain proficiency with complex information technology, including CAD systems, triage software, telephony, and radio networks.

Identify and communicate changes needed to equipment, policies, or procedures to improve operational effectiveness.

Contribute to the development of operational protocols and training programs to enhance the skills and awareness of colleagues.

Maintain advanced keyboard skills to ensure accuracy and speed in high-pressure environments.

Maintain personal security vetting as required.

Continuously monitor operational procedures and recommend improvements to enhance service delivery and operational efficiency

ADDITIONAL CONTRIBUTIONS:

Undertake a critical role as a coordination point during major incidents, including multi- agency responses, ensuring efficient and effective communication between the Emergency Services, which this maintains public and responder safety.

Provide critical input into debriefs and reviews following significant incidents, offering insights to improve future responses.

Promote a culture of professionalism and continuous improvement within the ESJCR, fostering teamwork and resilience and adhering to the Communications Division values.

Undertake shift work, including nights, weekends, and public holidays, to ensure 24/7 coverage of the Emergency Services Joint Control Room.

Undertake training, development and assessment for the role of Deputy Team Manager in order to have the opportunity to step in as acting ESJCR Team Manager when required, demonstrating leadership and decision-making capabilities.

Opportunity to advance operator's EMD/EFD qualifications to EMDQ/EFD-Q in the Quality Assurance Team. This maintains the Divisions High Compliance Standards, upholding the ACE accreditation whilst advancing the operator's knowledge for further career progression/development.

Opportunity exists for operators to become TRiM (Trauma Incident Management) practitioners for the Division.