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| A close-up of a sign  Description automatically generated**Shortlisting evidence Template – Control Operator 2024** |
| **Dear Candidate,****Please complete the form below in FULL adhering to the shortlisting criteria outlined in the personal specification. Then save in a Word document format and upload to the ‘supporting evidence’ section of the online application.****Please note that for shortlisting purposes we will be removing ‘Name’ and ‘National Insurance number’ and each candidate will be provided with a candidate number for anonymised shortlisting.****For any queries please contact** **personnel@southwales-fire.gov.uk**  |
| **Full Name:** |  |
| **National Insurance Number:** |  |
| **Anonymised Candidate Number (to be completed by FRS HR team)** |  |
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| **Shortlisting Criteria 1:**Functional experience of Windows based applications. |
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| **Shortlisting Criteria 2:**Must have experience of working in a busy environment, providing advice and assistance to members of the public, e.g. Call centre or customer care experience. |
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| **Shortlisting Criteria 3:**Maintain confidentiality in relation to data protection. |
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| **Shortlisting Criteria 4:**Ability to maintain confident and resilient attitude in highly challenged situations. |
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| **Shortlisting Criteria 5:**Positive about change and adapting to different ways of working, Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. |
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| **Shortlisting Criteria 6:**Ability to work effectively with others both within the Fire & Rescue Service and in the community. |
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| **Shortlisting Criteria 7:**Will remain calm and professional under pressure. |
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| **Shortlisting Criteria 8:**Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards whilst also displaying personal integrity. |
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| **Closing date - 12:00pm midday on Monday 22nd July 2024** |