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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**](mailto: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** | |