Considering a Career in

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Emergency Services

Protecting our community every day



LIVERPOOL CITY REGION COMBINED AUTHORITY

METRO MAYOR LIVERPOOL CITY REGION

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Emergency Services

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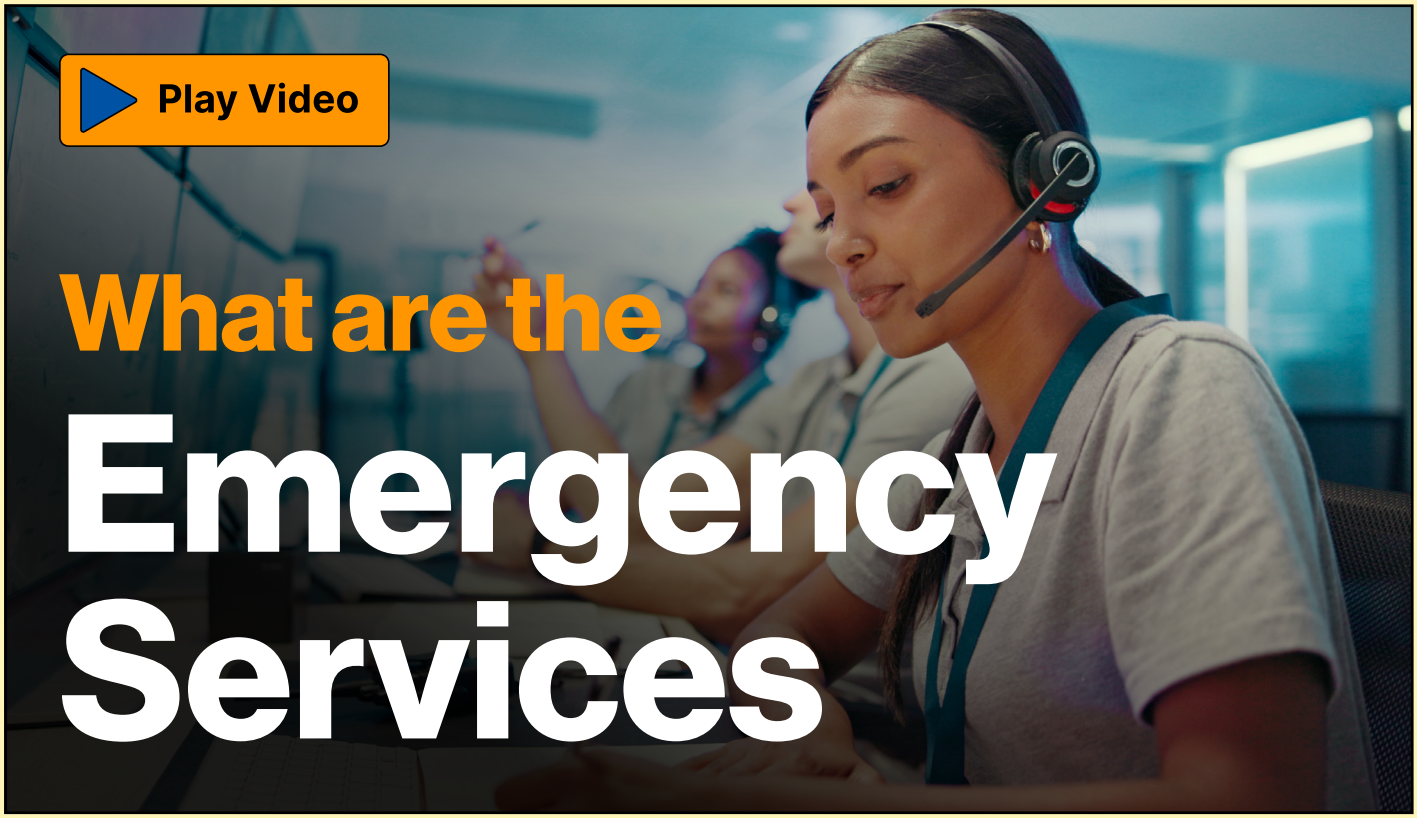
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What are the Emergency Services

The emergency services consist of the police, ambulance, fire and coastguard services. They all work to protect communities, save lives, and help to keep the Liverpool City Region safe.



There are many career paths within the emergency services, from frontline roles as a police officer, firefighter, or paramedic, to behind-the-scenes work in control rooms, community outreach, or administration. From responding directly to emergencies to playing a key role in supporting operations, this diverse sector offers opportunities to suit a wide range of interests and skills.

The emergency services in our region are expanding and adapting to the pressing issues of the modern age, from advancements in AI to the impact of climate change. Because these services are essential to society, they provide a future-proof career path with opportunities for long-term progression.

Whether you're navigating high-pressure environments as a first responder, delivering important information to the public, or providing critical assistance in an emergency, a career in the emergency services is a career in protecting, serving, and supporting your community when it matters most.

Stats & Facts

Did you know?



Emergency services in the Liverpool City Region: Stats & Facts

- There are 43 police stations and 29 fire stations in the Liverpool City Region, plus 40 ambulance facilities across the Liverpool City Region and Cheshire.
- Approximately 6,718 people are employed by Merseyside Police, 972 people by Merseyside Fire and Rescue Service, and 7,000 people by North West Ambulance Service.
- Merseyside Fire and Rescue Service is the only Fire Service in the UK rated "Outstanding" for fire prevention, major incident response, and effective use of resources.
- North West Ambulance Service answers 999 calls on average in just one second, one of the fastest times in England.
- Between April and December 2024, overall crime in Merseyside dropped by almost 8% (nearly 9,000 fewer crimes) compared to the same period in 2023.

Emergency services in action in the Liverpool City Region

- Merseyside Fire and Rescue Service is currently expanding to reach its goal of 34 fire engines, creating many new frontline vacancies.
- A new £31m state-of-the-art Training & Development Academy and National Resilience Centre of Excellence has been opened in Aintree, helping to prepare fire rescue crews for complex and challenging emergencies.
- Merseyside Police are set to open major new police hubs in St Helens, the Wirral, Knowsley and new police stations in Southport and Newton-le-Willows.
- In June 2025, the North West Ambulance Service was given nearly £8m to modernise its ambulance fleet. This includes decommissioning 40 older vehicles and introducing brand new, fully electric ambulances.
- Merseyside Police has invested over £48m in its state-of-the-art Rose Hill Headquarters, designed to centralise command and control while incorporating sustainable technologies to reduce environmental impact.
- The Crosby Coastguard Coordination Centre manages search and rescue operations across the Irish Sea, with an operational area stretching from Queensferry, North Wales, all the way to the Mull of Galloway, Scotland, plus the English Lake District.



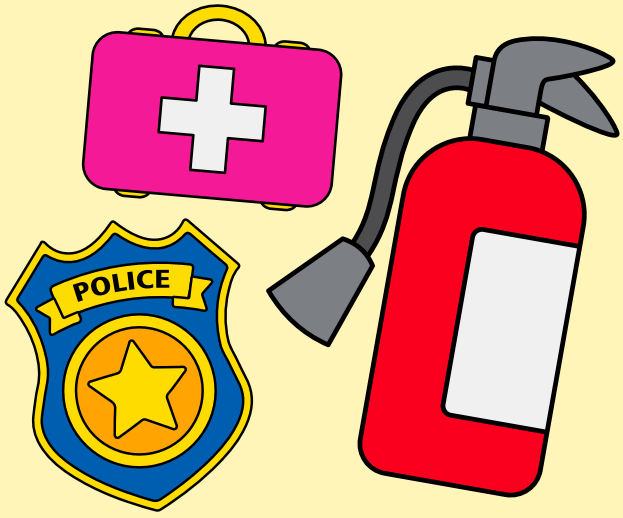
Emergency Services: Good to know

What is included in the emergency services?

Emergency services are the primary public services that respond to urgent or life-threatening situations. This includes the police, fire and rescue, ambulance, and the coastguard. Behind emergency frontline roles, there is a wide range of support job roles.

How else do emergency services serve the community?

As well as providing immediate emergency assistance, the police, fire, and ambulance services play a vital role in supporting public education by running outreach programmes on fire safety, crime prevention, and first-aid training for the wider community.



Emergency Services /noun/

The organisations that deal with accidents and urgent problems, such as fire, illness, or crime. **(Cambridge Dictionary)**.







What are the Career Pathways & Job Roles?

Emergency Services career pathways

Examples of entry-level jobs in emergency services include police constable degree apprenticeships, trainee firefighter roles, and ambulance care assistant roles. In these roles, you will help provide immediate care or protection on the front line, responding to accidents and emergencies under the supervision of mentors.

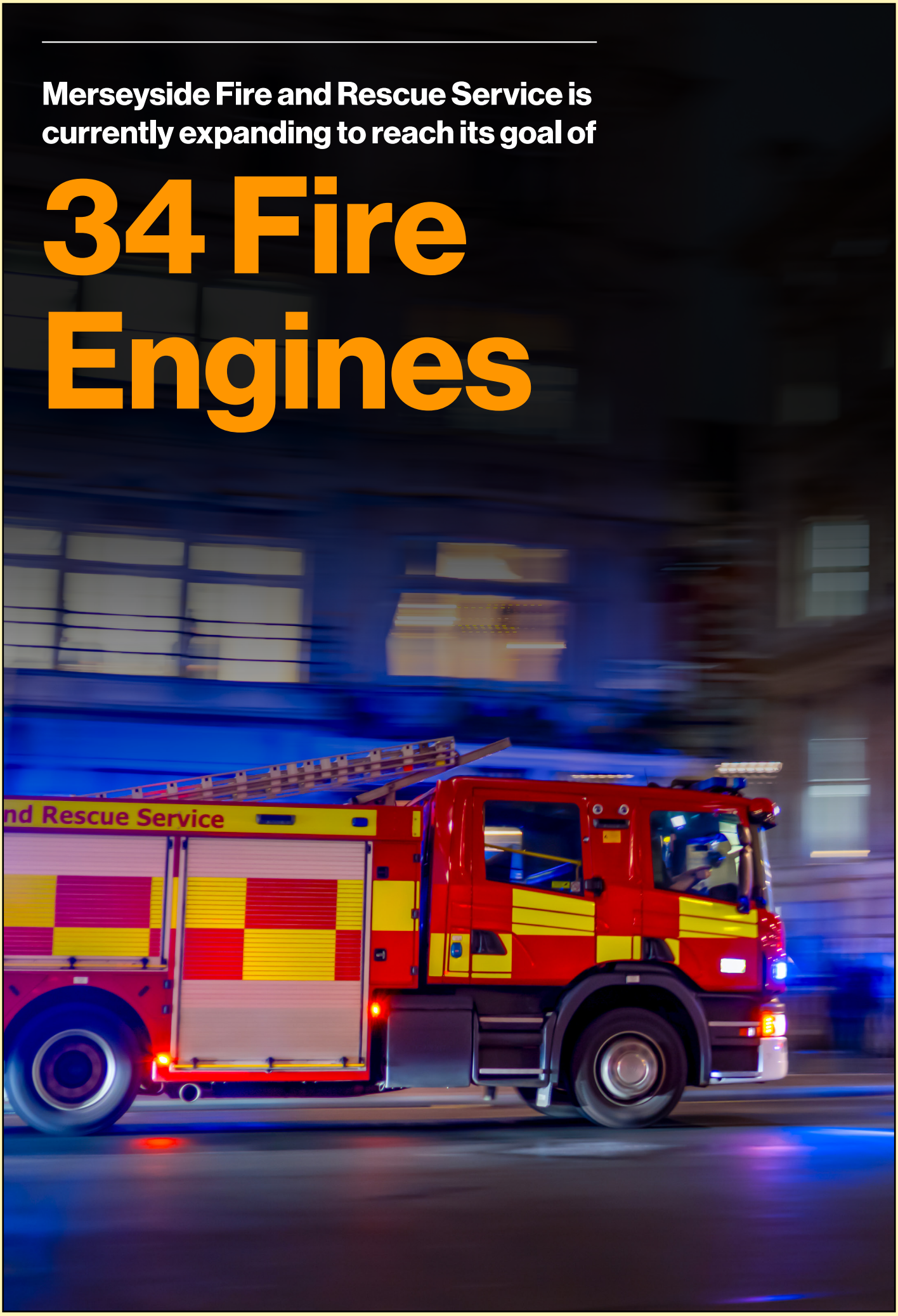


As you progress in your career, mid-level roles will involve taking on more responsibilities or supervising small teams. In the police force, this includes becoming a police sergeant, a fire crew manager in the fire service, or a qualified paramedic with the ambulance service. With time, you can develop a specialism, for example, training to become a firearms officer, a fire investigation specialist, or an advanced paramedic specialising in critical care.

Experienced individuals can progress to higher-level roles, such as chief superintendent in the police force or consultant paramedic in the ambulance service. Within the fire service, you could work your way up to becoming a chief fire officer. In all three branches of the emergency services, there are clear and varied career progression pathways.

Merseyside Fire and Rescue Service is currently expanding to reach its goal of

34 Fire Engines



Emergency Services

Job Roles

There are hundreds of different job roles in emergency services. Here's just a sample:

Position	Role & tasks	Salary
Firefighter	Puts out fires and rescues people from fires and incident sites. Carries out practice drills to prepare for emergency call-outs. Attends and assists with natural disasters such as floods and storm damage. Inspects buildings to make sure they comply with fire safety regulations.	Up to **£42,000**
Emergency care assistant	Drives ambulances or monitors patients during ambulance journeys. Supports paramedics whilst providing essential emergency care. Helps complete patient handover upon arrival at the hospital. Keeps track of and replaces stocks of medical supplies and equipment.	Up to **£30,000**
Police officer	Responds to calls for help from the public. Assists in conducting investigations for incidents by collecting key information from crime scenes, including witness statements, intelligence, and evidence. Interviews suspects and makes arrests. Gives evidence in court. Manages traffic and large crowds at public events.	Up to **£48,000**
Paramedic	Responds to emergency calls from a control centre, working calmly and quickly to provide essential healthcare until the patient reaches hospital. Attends non-emergency calls and assesses whether a hospital visit is required. Checks equipment supplies regularly and keeps accurate records.	Up to **£34,000**
Emergency medical dispatcher	Responds to emergency calls and online requests for help. Collects essential details of the incident, the condition of any patients, and their locations. Remains calm under pressure and reassures the caller, instructing them in life-saving first aid if required. Dispatches crew and vehicles to incident scenes and communicates essential information to vehicle crews.	Up to **£30,000**



Earn up to £48,000 per year

Position	Role & tasks	Salary
Authorised Firearms Officer (Counter Terrorism)	Acts as a first responder in critical incidents, providing armed support. Maintains excellent firearms proficiency and qualifications through rigorous ongoing training. Supports investigations by gathering intelligence and managing evidence. Provides support to communities and engages with victims and witnesses.	Up to **£47,000**
Police community support officer	Carries out patrols in the community, dealing with minor offences and antisocial behaviour when required. Issues fixed penalty notices. In the event of an incident, visits houses to make enquiries, gather intelligence, and reassure people. Engages with the local community, including schools and businesses. Provides assistance at large public events.	Up to **£34,000**
Police dog handler	Is responsible for the ownership and management of a police dog, and attends specialised training sessions. Detects drugs, firearms, or explosives in public areas, train stations and airports, dealing with perpetrators accordingly. Participates in searches for missing people. Support colleagues on operations, including high-risk. Controls crowds at large public events.	Up to **£34,000**
Ambulance care assistant	Transfers patients to and from appointments who are unable to travel themselves. Communicates with the ambulance control room. Makes sure patients are settled back at home after appointments. Responsible for ensuring vehicles are functioning correctly and maintaining stocks of medical supplies.	Up to **£27,000**
Coastguard	Monitors UK waters, responding to emergency distress calls. Provides navigational support and sends out weather and tidal reports. Coordinates and participates in search and rescue operations. Trains volunteers and delivers advice on sea and coastal safety to the wider public.	Up to **£37,000**

Getting into Emergency Services



At entry-level

You can train for an entry-level role through a college course that leads to a certificate or diploma in public services, uniformed protective services, health and social care, or emergency services.

Entering the police service is possible through the structured two-year Police Constable Entry Programme (PCEP), which allows you to earn whilst you train. Similarly, the Police Constable Degree Apprenticeship (PCDA) is an employed pathway which combines higher-level study with on-the-job training. Both programmes are on offer with Merseyside Police. If you choose to join the fire service, you'll be enrolled on a level 3 operational firefighter apprenticeship as part of your training. Entry-level ambulance assistants undergo initial training once employed.

At mid-level

For mid-level positions, you can consider taking a higher technical qualification (HTQ) in an emergency services subject, such as public services or healthcare science & paramedic support. These provide expertise in areas such as advanced clinical practice, crime scene management, and fire safety engineering.

At senior level

More complex and strategic roles, such as chief inspectors, consultant paramedics, or area managers, usually require a university degree (level 6) in a highly relevant subject or a level 7 (Master's) degree apprenticeship in strategic leadership, public management, or emergency planning. Keep checking on the main regional emergency services websites for recruitment and training opportunities, along with the BeMore apprenticeship vacancy search tool.

Subjects to study at school & beyond

- English
- Maths
- Science
- Criminology
- Health and social care
- Uniformed public services (college course)

Core skills and knowledge to build

- Attention to detail
- Communication
- Problem-solving
- Resilience
- Teamwork
- Multi-tasking and working under pressure
- Resource management

Test Your Knowledge



(Answers on back page)

Q1. What are the main emergency services?

A. Police, fire and rescue, ambulance, and coastguard
B. Police, doctors, and teachers
C. Firefighters and hospital staff only
D. Police and security guards

Q2. Approximately how many people are employed by Merseyside Police?

A. 2,900
B. 4,520
C. 6,718
D. 10,000

Q3. Merseyside Fire and Rescue Service is the only Fire Service in the UK rated "Outstanding" for fire prevention, major incident response, and effective use of resources.

True or false?

Q4. How quickly does the North West Ambulance Service answer 999 calls on average?

A. 10 seconds
B. 5 seconds
C. 1 second
D. 30 seconds

Q5. Which of the following are job role in the emergency services? (Choose as many as you wish)

- Firefighter
- Police officer
- Emergency medical dispatcher
- Police dog handler
- Architect

Q6. What is one key responsibility of a paramedic?

A. Dispatching ambulances
B. Stabilising patients and providing emergency medical care
C. Investigating crimes
D. Treating patients at the hospital

Q7. Which type of role would most likely work in an emergency control room rather than attending incidents in person?

A. Paramedic
B. Emergency medical dispatcher
C. Firefighter
D. Police dog handler

Q8. Which of the following are important skills for working in the emergency services? (Tick as many as you wish)

- Teamwork
- Resilience
- Communication
- Advanced mathematics
- Problem-solving

Q9. Between April and December 2024, overall crime in Merseyside dropped by almost 8% compared to the same period in 2023.

True or false?

Q10. Name two subjects that could help prepare someone for a career in the emergency services.

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Quiz Answers

Q1. A
Q2. C
Q3. True
Q4. C
Q5. Firefighter, police officer, emergency medical dispatcher, police dog handler.
Q6. B
Q7. B
Q8. Teamwork, resilience, communication, problem-solving.
Q9. True
Q10. English, maths, science, criminology, health and social care, or uniformed public services.

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