



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Partnership Manager Prevention Department

Candidate Information Pack

*ATAL AMDDIFFYD YMATEB
PREVENTING PROTECTING RESPONDING*

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www.northwalesfire.gov.wales

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Welcome from Justin Evans, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they often picture firefighters responding to emergencies but our responsibility to protect our communities extends far beyond the frontline.

At North Wales Fire and Rescue Service, partnership working is fundamental to how we deliver community safety and support the diverse needs of the people of North Wales.

Are you looking for a meaningful role where you can make a real difference to the safety and wellbeing of others? As a Partnership Manager, you will play a vital part in strengthening our relationships with key stakeholders, coordinating community safety initiatives, and ensuring that our work reaches those who need it most—particularly our most vulnerable residents.

Working across departments and in collaboration with a wide range of external agencies, you will provide expert guidance, promote best practice, and help embed a strong, proactive approach to community safety throughout the organisation.

Saving lives and reducing risk will always be our priority, and effective partnership working is central to achieving that mission. We are committed to creating an environment where people feel safe, supported, and confident to speak up when something isn't right.

Our core values shape how we work and the standards we uphold. We're looking for someone who shares these values and is ready to make a lasting impact.

This candidate information pack offers an introduction to the role and our Service, but we are always happy to provide further insight through informal discussion to support your decision.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year.

On average, we go to around 2,000 fires and 1,000 non-fire emergencies such as road traffic collisions and flooding events every year. We also attend around 2,000 emergency calls that turn out to be false alarms.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).



Our Core Values



North Wales; A Place To Live, Work And Visit

Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Mon (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb, cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



The Role

We are looking to appoint a Partnership Manager to join our Community Prevention Department. Who will be responsible for the effective and efficient delivery of community safety initiatives within Wrexham and Flintshire. You will also line manage a team of community-based staff who undertake Safe and Well Checks and will also supervise the delivery of fire safety awareness activities and safety campaigns.

The successful candidate will have strong communication skills, with the ability to develop strong working relationships with colleagues and external partnership agencies and organisations. They will be self-motivated and organised, with the ability to manage conflicting priorities to successful conclusion.

The ideal candidate for the role will have experience of developing, supporting and managing individuals and dealing with professional bodies, organisations and local authority departments.

Key responsibilities include:

- Requirement to understand the legislation specifically around the post holder's area of work which is community fire safety.
- The post holder will work in close partnership with other areas of the Prevention Team and will be required to have knowledge of how each of these areas link into their work.
- Develop and maintain both formal and informal partnerships, engaging in collaborative working to promote community safety, and actively take part in strategies and initiatives that are consistent with the Service's strategic aims and objectives.
- The ability to communicate and develop partnership working with a range of external agencies, organisations and services is an integral part of the role.
- To attend multi-agency meetings when required in more complex cases, and visit members of the public in their homes to provide additional supervision and guidance to team members.

You will also have a management and engagement responsibility for the effective and efficient delivery of partnership initiatives in a predefined area based on two Unitary Authority Areas.

What we can offer you

Pay

Grade 7

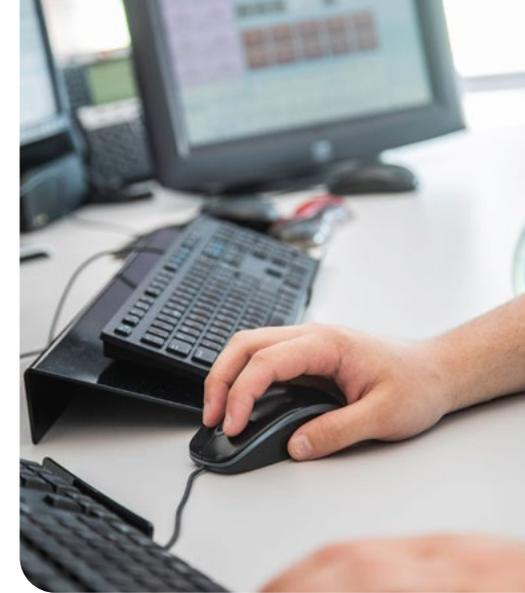
Salary: Starting at £35,412 rising to £38,220

Hours of work

This position is based on working 37 hours per week on a Monday to Friday basis but we offer a great deal of flexibility and we try as much as possible to support staff to balance their work and home life. We have an agile working policy to facilitate virtual and home working where feasible.

Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- Flexi-time Scheme allowing staff to work flexibly
- North Wales Fire and Rescue Service uniform provided
- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential
- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and Corporate Membership of the Blue Light Card.



Job Description

Post Title	Partnership Manager	Post Ref	A39
Department	Fire Safety (Prevention)	Date	07/12/22
Reports to	Rheolwr Gwylfa Atal	Salary Grade	NWFRS Grade 7
Location	Eastern area offices (Wrexham / Deeside)	Hours per week	37

Overall Job Purpose

To have a management and engagement responsibility for the effective and efficient delivery of partnership initiatives in a predefined area based on two Unitary Authority Areas.

Principal Duties and Responsibilities

1. Requirement to understand the legislation specifically around the post holder's area of work which is community fire safety.
2. The post holder will work in close partnership with other areas of the prevention team, and will be required to have knowledge of how each of these areas link into their work.
3. Develop and maintain both formal and informal partnerships, engaging in collaborative working to promote community safety, and actively take part in strategies and initiatives that are consistent with the Service's strategic aims and objectives.
4. The ability to communicate and develop partnership working with a range of external agencies, organisations and services is an integral part of the role.
5. Have a good understanding of the General Data Protection Regulations (GDPR) and operate within the confines of the Wales Accord for Sharing of Personal Information (WASPI). This will apply to both the sharing and receiving of data to and from partner agencies. Contributing to the completion of Data Disclosure Agreements, and Information Sharing Protocols, and Partnership Agreements with a variety of external agencies.

6. Work proactively to identify those most at risk from fire, developing and delivering presentations, and arranging campaigns targeted at the identified vulnerable groups, and associated partners.
7. Analyse and utilise available data to plan and manage future initiatives and safety campaigns, finding new and creative ways of working to inform the public.
8. The ability to remotely manage conflicting priorities to include the management of a team of community-based staff.
9. Use performance management processes to ensure continuous improvement of service delivery as appropriate, as well as managing attendance, output, and behaviour. Measure against agreed targets, ensuring that they adequately and appropriately reflect the Service's objectives, policies and procedures, with regard to community safety.
10. To review individual staff performance and ensure the skills of the individuals is commensurate with the requirements of the role. Assist in the training and development of others through mentoring and coaching both within and external to NWFRS.
11. Conduct appraisals and quality assurance checks as part of the performance management of the team.
12. To attend multi-agency meetings when required in more complex cases, and visit members of the public in their homes to provide additional supervision and guidance to team members.
13. Have knowledge of Ask and Act, and be a point of contact in assisting to escalate and refer issues relating to both child and adult safeguarding.
14. When necessary co-ordinate, support, and manage station-based community safety delivery to meet specific needs.
15. Through stock checks, plan, monitor and order preventative equipment needed to undertake community fire safety work. Noting awareness of changes and improvements to those products.
16. Liaise effectively with managers and team members of other functions within the Service, to ensure corporate objectives are met and supported locally.
17. Plan, and participate in meetings at a local level, attend seminars/conferences when required.
18. Promote and communicate the role of North Wales Fire & Rescue Service, by developing the Service's profile within the community, through a range of delivery methods.

19. Provide Service data to develop and plan local Community Safety activity and campaigns.
20. Use social media, in relation to the needs of the local community.
21. Give advice and guidance to staff and members of the public, in relation to implementing community safety strategies.
22. Collate data relating to the work undertaken, to improve the efficiency and effectiveness of the Prevention Department.
23. To undertake any other duties commensurate with qualifications and experience, which are reasonably within the scope of the role.

Supervisory Responsibility

The post holder has responsibility for the management of the Home Safety Support Workers (area based) within a predefined area based on two unitary authority areas for the effective delivery of safety advice.

Financial Responsibility

None

Contacts Outside Own Section

Other Managers and Service personnel.

Members of the Local Authority and other organisations within North Wales.

Professional colleagues in other Fire & Rescue Services and Organisations both locally and nationally.

Welsh Government, Central Government agencies and departments.

Members of the Public.

Language Requirements

Speaking and listening, level 4 – requires that you can keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

Employment Checks / Specific Requirements

DBS Manylach

Mandatory Training

Safeguarding

VAWDASV

Mandatory online training delivered via Learn Pro

Other

Work may be required at a variety of locations within NWFRS area, working outdoors included at times.

The ability to undertake agile working, which includes flexible and remote working from home or an office location.

The ability to independently work alone with minimal supervision.

Travel may be required to attend to work related issues outside of the NWFRS area, across the Wales region and beyond.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Experience of developing, supporting and managing individuals within teams

Awareness of national and local Fire & Rescue Service core activities and functions

Experience of dealing with professional bodies, organisations and local authority departments

Desirable

Extra qualities which can be used to choose between candidates who meet all the essential criteria

Membership of a professional fire related institution or body

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

A good standard of information technology skills

A full and current driving licence

The ability to interpret physical and written information and apply professional judgement based on training, knowledge and experience

The role requires applicants to have a proactive self-motivated approach, who can work as part of a team and on their own initiative

The ability to build effective working relationships with internal and external individuals and groups

The ability to prioritise work and meet deadlines and respond positively under pressure

Welsh Level 4 – Speaking and Listening – Requires that you can; Keep up an extended casual work-related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

Desirable

Extra qualities which can be used to choose between candidates who meet all the essential criteria

Committed to work flexibly within conditions of service when required

*Evidence of qualifications will be requested and verified prior to confirmation of appointment

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the essential criteria.

Welsh Language Skills

Level 4

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 4 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none">• Able to keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information.• Able to contribute effectively to meetings and seminars within own area of work.• Able to argue for/against a case

Reading

- Able to read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved

Writing

- Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application.
- Able to take reasonably accurate notes in meetings or straightforward dictation.
- Able to write a report / document relating to own job area

A short Welsh assessment will be undertaken prior to the interview stage for shortlisted applicants to ensure that this criteria is met.



Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 noon on Friday 13th March 2026
Interviews:	w/c 23rd March 2026

How to Apply

To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the [Current Vacancies](#) page of our website and completed forms should be submitted by email to recruitment@northwalesfire.gov.wales

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you.

Make sure you submit your application before the closing date as late applications will not be accepted.

If you have any issues accessing or completing the application form, please contact the Recruitment team: recruitment@northwalesfire.gov.wales or call 01745 535 281

Further information

If you have any questions regarding this role or would like an informal chat before applying please call or email Jody McEachern, Head of Prevention on 01745 352 686 or jody.mceachern@northwalesfire.gov.wales.

We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh or English will be treated equally.

Appointments are conditional upon a valid Right to Work check, satisfactory references and undertaking a Disclosure and Barring Service (DBS) check. Please be aware this check will pick up any spent and unspent convictions or cautions. Before we confirm your appointment, you will also undertake a Drug and Alcohol Test.