



Gwasanaeth Tân ac Achub
Fire and Rescue Service



Human Resources Department
Human Resources Specialist
Candidate Information Pack



Welcome from Helen MacArthur, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

The Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

Our organisation is made up of people, and our Human Resources department play a key role in supporting the Service to achieve their objectives in relation to our people and organisational development. The team are responsible for managing the employee life cycle, from recruiting and onboarding new employees to providing professional expertise, support and advice to managers and employees alike about our people related processes and strategies.

The role of Human Resources in a frontline emergency service is challenging, varied and exciting and involves many diverse tasks and responsibilities, to ensure that the Service can continue to protect the communities we serve.

Does this sound interesting? We're looking for a HR professional to join our team and help us to continue to deliver our people processes.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ around 900 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.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

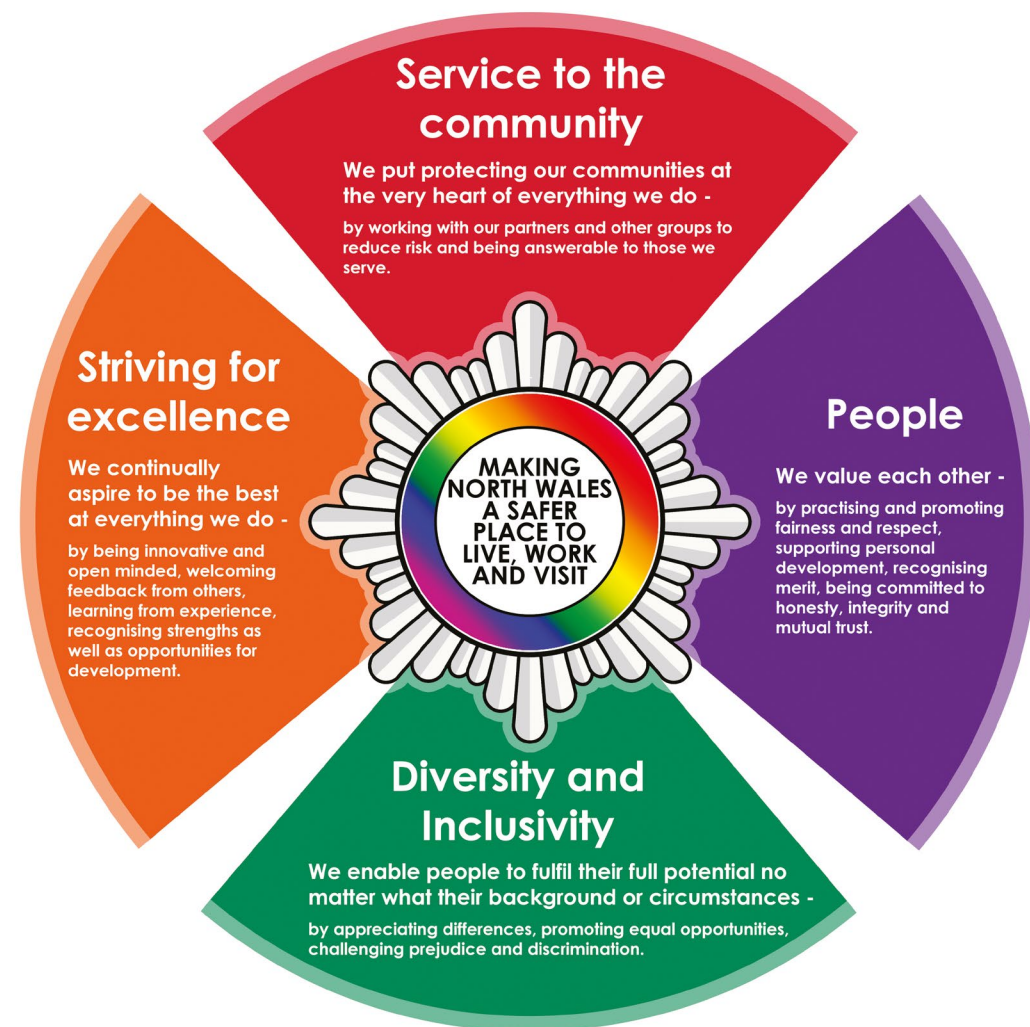
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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

At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. As a Human Resources Specialist, you will be part of the busy Human Resources Team, providing an efficient and cost effective service.

Reporting to the Head of Human Resources and working as a valuable member of the small, busy team, you will provide comprehensive and effective professional HR support and advice to managers and employees on a range of HR related matters within the service area. You will also undertake recruiting and resourcing activities and may support HR related initiatives and projects to fulfil the people and Service objectives.

You will provide a proactive and innovative human resource advisory service to management and employees across a wide range of HR activities, including recruitment, attendance management, disciplinary, grievance, mediation, performance and change management. You will ideally be CIPD qualified or working towards the Level 7 qualification and experience of working in a HR environment is essential, with good sound knowledge of employment law and HR related processes.

You will be a strong and effective communicator with good interpersonal skills and have the ability to work across all levels. Working within a busy HR team supporting a frontline emergency service, the role is varied and the ability to work under pressure to meet deadlines is essential. You will also need to be flexible and adaptable to changes through the day to react and respond to requests as received.

You will also produce statistical and monitoring reports for management and to comply with our statutory reporting requirements, you will need to be computer literate and familiar with Microsoft Office packages, in particular word and excel.

The Service treats the English and Welsh languages equally. We will consider applications from individuals who are committed to improving their Welsh language skills.



What we can offer you

Pay

Grade 08

Salary: Starting at £37,938 rising to £40,476

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 recently introduced an agile working policy to facilitate virtual and home working where feasible. There may also be a requirement to attend other Service premises to undertake HR related matters.

Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- Flexi-time Scheme allowing staff to work flexibly
- Access to the employer contributory Local Government Pension Scheme
- North Wales Fire and Rescue Service uniform provided

- 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 access to discounts from hundreds of retailers, leisure and service providers.



Job Description

Post Title	Human Resources Specialist
Department	Human Resources and Business Support Unit
Reports to	Head of Human Resources and Business Support Unit
Location	Fire & Rescue Service Headquarters, St Asaph

Principal Duties and Responsibilities

1. Specific duties will vary from time to time. The following list of accountabilities is intended to indicate the general nature of the post and is not exhaustive. The post holder is bound at all times to observe strict confidentiality applicable to the work of the HR Department.
2. Liaise with the Head of Human Resources/ Deputy Head of HR regarding changes to human resources related policies and procedures in line with good practice/employment law.
3. Provide advice and guidance on appropriate HR policies and procedures and conditions of service to both line managers and staff as and when required.
4. To assist the Head of Human Resources on projects/workstreams.
5. Undertake and manage discipline, mediation, grievance, capability and other HR related functions.
6. To represent and attend meetings as directed by the Head of Human Resources.

7. To deal with appropriate issues in the Head of Human Resources/Deputy Head of HR's absence and inform senior management of any major issue(s) that may arise which requires immediate action.
8. To be accountable for own personal development plan in working towards a flexible level of skills to assure full career enhancement.
9. To assist in the development and delivery of training as required with regards to HR matters.
10. To be responsible for keeping up to date with employment legislation and any changes for the provision of advice and guidance to management regarding any amendments or creations of Service Policy and Procedure.
11. To monitor and evaluate sub departmental budgets to ensure that high levels of service delivery are maintained and achieved as cost effectively as possible.

Duties will rotate, at intervals determined by the Head of HR, and all HR Specialists will cover the following three major areas of responsibility:

Organisational Resourcing

- Responsibility for the co-ordination of the recruitment and promotion procedures within the Service to include interviewing, compiling of interview guidance/packs providing guidance to line managers, compilation of contracts (terms and particulars of employment) and appointment letters ensuring compliance with legislation.
- Act as a job analyst/administrator for the Job Evaluation Scheme, undertaking evaluation of posts using the PILAT computerised Scheme and to review job descriptions/person specification of non-operational posts.
- Responsibility for statistical staffing reports for Service Leadership Team (current and substantive profiles, sickness starter/leaver, turnover and retirement statistics).

Area HR Specialist

- To assume responsibility for HR related matters across a specified region within the organisation's service area to provide a proactive and innovative HR advisory service to managers and employees.
- Ensure continuous effectiveness of policies and procedures in relation to achieving and maintaining high levels of attendance and performance at work for all members of staff.
- Handling employee relations issues such as capability, disciplinaries, grievances, mediation and employee welfare cases.
- Responsible for the on-going monitoring of sickness absence, offering support and expertise where required ensuring consideration is given to the Equality Act.
- Seeking further medical opinion on specific cases from an independent qualified Occupational Health Practitioner. Carrying out the ill health termination process as and when required and undertake the preparation of all relevant documentation and represent NWFRS at medical appeals.

Legal Compliance (Policy and Projects)

- To undertake HR policy/strategy work related projects as required ensuring effective processes are in place in relation to consultation, policy approval, training and management information and guidance.
- Ensure the creation of Service Policy is compliant with employment legislation. To review the effectiveness of HR policy and to develop recommendations for any revisions following evaluation including equality impact assessments.
- To take ownership of any project work given by the Head of Human Resources.



Person Specification

Qualifications, Knowledge, Experience	Essential
	The qualities without which a post holder could not be appointed
	Previous appropriate experience within a human resources environment and knowledge of employment law
	CIPD qualified (Chartered Member) or working towards the Level 7 qualification
	Strong track record of development and implementing policy
	Experience of managing conflict and sensitive issues and achieving positive outcomes
	Experience of working in partnership with a range of stakeholders including managers, trade unions, employees and external partners
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Experience of undertaking and managing service level agreements/tenders
	Outline knowledge of Local Government Conditions of Service
Skills	Essential
	The qualities without which a post holder could not be appointed
	Excellent communication, interpersonal and presentation skills
	Full clean drivers licence with the requirement to travel across North Wales
	Ability to work on own initiative, prioritise work to deadlines and pay attention to detail
	Excellent computer and database skills
	Level 2 Welsh – Speaking and Listening (to be achieved within probation period if not achieved on appointment)
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Level 4 Welsh - Speaking and Listening

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

Welsh Language Skills

Level 2

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 2 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	Having level 2 Welsh skills means that; <ul style="list-style-type: none">You can give and receive personal details and basic information,You can make simple job-related requests and say a few phrases about yourself.You can also demonstrate level 1 skills that include correct pronunciation.
Other	Understand our Service commitments in compliance with Welsh Language Standards . Work with the Welsh Language Officer to ensure compliance with Standards.

A short Welsh assessment will be undertaken at the start of employment and applicants who don't already speak Welsh to level 2 will have 12 months from appointment to the role to attain this.

We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role and the successful candidate will be supported to achieve the required level.



How to Apply

The application form can be found on the [Current Vacancies](#) page of our website.

Completed application forms should be submitted by email to recruitment@northwalesfire.gov.wales for further information.

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.

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.

When completing your application, please familiarise yourself with the Job Description and the Person Specification within the recruitment information pack so you understand the role and what the essential qualifications, skills and attributes for the role are. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

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

Further information

If you have any role questions regarding this role or would like an informal chat before applying please call Rachel Corner on 01745 535 277 or email: Rachel.corner@northwalesfire.gov.wales

Recruitment Activity	Date
Closing date	12:00 on 20/01/25



**Gwasanaeth Tân ac Achub
Fire and Rescue Service**