



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Watch Manager Control Promotions Board Process

Candidate Information Pack

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Welcome

At North Wales Fire and Rescue Service we are committed to fostering a diverse, inclusive, and equitable workplace where all employees feel valued and respected. We believe that diversity in backgrounds, experiences, and ideas drives innovation and strengthens our ability to make North Wales a safer place to live, work and visit.

We are seeking exceptional leaders to join our talent pool for future substantive appointments. The role of Watch Manager Control is challenging and rewarding and requires an individual who embodies the highest standards of personal and professional integrity, and who can inspire confidence, trust, and respect across all levels of the organisation and the wider community.

Joining us means becoming part of a forward-thinking organisation where you can make a lasting impact, develop your leadership potential, and contribute to shaping the future of fire and rescue services in North Wales.

If this sounds like you, and you are ready to bring your leadership skills and passion for making a difference, we want to hear from you.

Our Cultural Journey

North Wales Fire and Rescue Services has recently published our final report of a commissioned Independent Cultural Review, facilitated by Crest Advisory. This marks a significant milestone in our ongoing commitment to fostering a supportive, inclusive and progressive workplace culture.



The review, initiated in response to the Welsh Government's endorsement of the fire and rescue services' cultural improvement proposals, assessed the progress made in creating positive workplace environments and identified opportunities for further development.

It represents the beginning of a new chapter in the cultural evolution of North Wales Fire and Rescue Service. By implementing these recommendations, the Service reaffirm their dedication to creating a workplace where every employee feels valued, heard and empowered, and to enhance the services provided to their communities.

We are seeking inspirational and enthusiastic individuals to join us on this journey and help drive meaningful change. If you are passionate about fostering a positive workplace culture and making a real impact, we encourage you to be part of this transformation.

Following the recommendations from the Crest Report, external experts have been commissioned to review the full promotional process from shortlisting to the Quality and Assurance process.

The experts will observe all promotional interviews for Crew and Watch Manager in order to provide assurance that the process is fair and equitable for all candidates and will identify any further recommendations for improvements that the Service can undertake in order to continue to improve our processes for all stakeholders.

Further information on the Independent Culture Review can be [here](#).



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.

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.

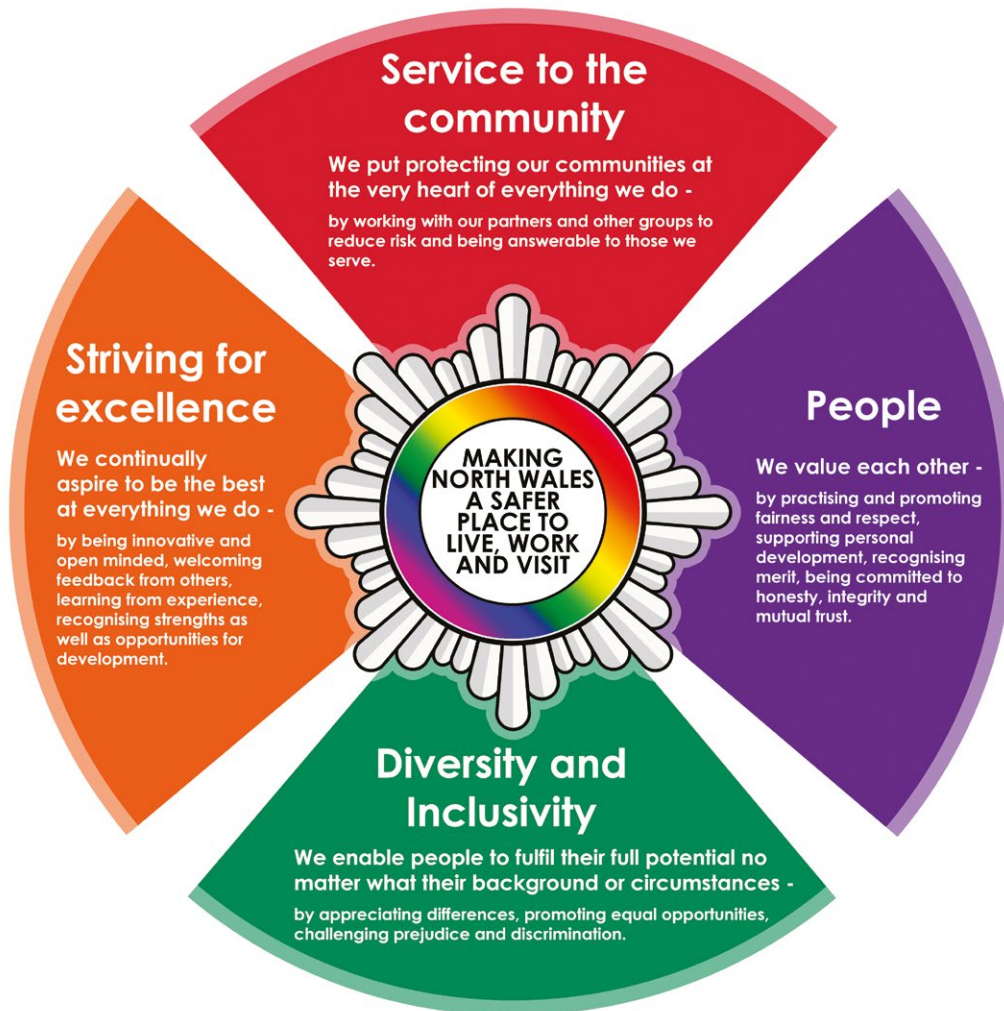
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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 Môn (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

North Wales Fire and Rescue Service is seeking to identify suitable individuals for Watch Manager Control roles. The promotion board process enables successful candidates to be eligible either a permanent or temporary appointment should a vacancy arise within a 12-month period or until a new process commences.

As per Grey Book terms and conditions the appointments are interchangeable with any other post of the same role within the Control Department.

Applications are invited from substantive Control Watch Managers (external) and substantive and competent Firefighter Control Operators.

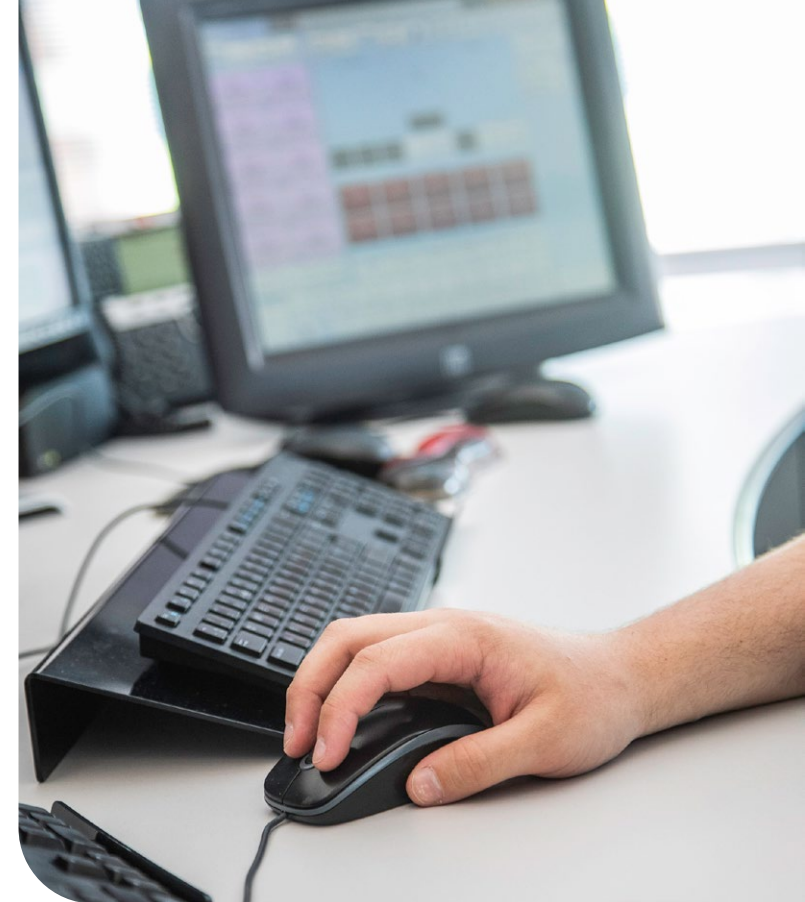
Candidates should read the application guidance notes carefully in relation to providing evidence against all of the essential criteria in their Application Form. Only those who meet all of the essential criteria detailed in the Person Specification will be shortlisted for interview.

Candidates will be required to deliver a 15 minute presentation (the presentation topic will be advised within the confirmation of shortlisting) and answer questions in relation to the presentation delivered and the requirements of the role.

Welsh Language skills at level 4 are a requirement of this post; existing employees will need to demonstrate prior achievement of this level upon application.

Interviews will be held over two weeks commencing from 5th October 2026. Please be advised that if candidates are unable to attend on the scheduled interview date, the Service may be able to make alternative arrangements within this two-week timeframe only.

Please note that this post is subject to pre-employment checks including a Satisfactory Medical Clearance, Non-Police Personnel Vetting Check, Drug and Alcohol test and satisfactory references.



What we can offer you

At North Wales Fire and Rescue Service, we believe that investing in our people is key to delivering the best outcomes for our communities. As part of our team, you'll benefit from:

A Competitive Salary and Benefits Package:

Watch Manager Control: £43,425 (development)
£44,631 (competent A) or £47,532 (competent B) per annum

- Access to an employer contributory pension Scheme.
- Generous annual leave entitlement, starting at 30 days per year, plus public holidays

Professional Development:

Ongoing opportunities to enhance your leadership and technical skills through tailored training and development programmes.

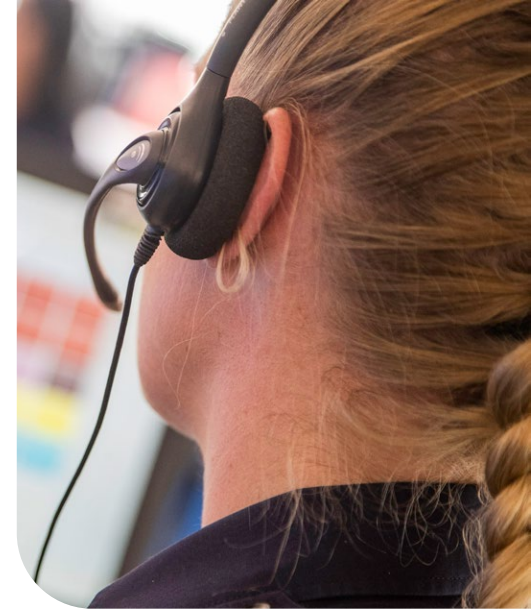
Support to achieve further professional qualifications, aligned with your career aspirations and organisational needs.

A Commitment to Your Well-being:

- 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.

An Inclusive and Supportive Workplace:

- A culture that values diversity and actively promotes equality and inclusion.
- Support networks and initiatives to ensure you feel valued and empowered to succeed.



Opportunities to Make a Difference:

- The chance to contribute to a service that plays a vital role in protecting and improving the lives of people in North Wales.
- A role where your leadership will directly shape the future of fire and rescue services, driving innovation and improvement for generations to come.

Living and Working in North Wales:

- The opportunity to work in one of the most beautiful regions in the UK, with stunning coastlines, mountains, and a vibrant cultural heritage.
- A chance to embrace and contribute to Welsh culture, including support for learning and using the Welsh language in the workplace.

By joining us, you'll not only develop professionally but also play a critical role in creating a safer, stronger, and more resilient North Wales.

Hours of work

This position is based on working 42 hours per week across various duty systems.



Watch Manager Control Recruitment Guidance

The following guidance is being provided to support candidates in submitting their application.

Person Specification

Watch Manager Control Essential and Desirable Criteria:

Essential Criteria

E1	Substantive and competent Fire Fighter Control who have successfully completed the Supervisory ADC process or the new managerial exercise and associated technical tests (or equivalent tests) and the Control Room Command Assessment.
E2	Hold a minimum of NVQ Level 3 in Control Room Operations or equivalent
E3	Values and takes responsibility for equality and inclusion
E4	Is able to develop and implement communication processes to ensure that the team have access to accurate information
E5	Demonstrates operational Control competence at their current level
E6	Takes responsibility for team effectiveness which focuses on improvement
E7	Seeks to understand and address the specific risks and diverse needs of our communities
E8	Supports the development of teams and individuals
E9	Investigates and reports on events to inform future practice
E10	Leads and supports people to resolve operational incidents
E11	Proven experience and knowledge in mobilising procedures within the Control environment.
E12	Use of information technology and a sound working knowledge of Microsoft Office
E13	Proven experience and knowledge in Command and Control systems.

E14	Proven experience in the management and operational command and control of incidents within the Control environment
E15	Has no current performance, capability, discipline or attendance management issues
E16	Has a full UK driving licence
E17	Successfully completed a Non-Police Personnel Vetting (NPPV) level 2
E18	Has Welsh Language Level 4 skills
Desirable Criteria	
D1	Undertaken formal assessor qualification
D2	Successfully undertaken formal management development

Note: In line with NWFRS Recruitment and Selection policy, candidates who have received any warnings under discipline or capability will not be eligible to apply for a vacancy if the closing date of the respective process falls within the period of their award. This does not include informal warnings or Notes for File (documented conversations in relation to minor issues).

Evidence of the Essential and Desirable Criteria can be demonstrated by referring to your most recent experiences which should demonstrate your professional ability from within your current role, or from any other current relevant experiences outside of your role and outside of your employment within a Fire and Rescue Service.

Please note the maximum word count per criteria is 150 words.

Presentation Information

You will be required to deliver a 15 minute presentation to the interview panel. Further details, including the topic of the presentation, will be given to candidates following completion of the shortlisting process.

Welsh Language Skills

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	• 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
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 during the recruitment process to ensure that you meet the Welsh requirement.

Recruitment Timeline

Recruitment Activity	Date
Closing date:	Noon on 11 September 2026
Interviews	Commencing 5 October, 2026

How to Apply

To apply, please complete and submit your Manager Endorsement for Promotion Form (Internal Only), Location Preference Form and a full application form all together. The forms 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 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.

If you require any reasonable adjustments during the recruitment process, please let us know as early as possible. It would also be helpful if you could share a medical report or relevant documentation outlining the adjustments that may support you best.

Make sure you submit your application and ALL accompanying forms before the closing date as late applications will not be accepted. Only the first application submitted by each candidate will 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

Artificial Intelligence (AI)

We recognise that candidates may use AI tools or other resources during the application process. However, it is essential that all information you submit is factually accurate, truthful, and entirely your own work. Your application should reflect your own experiences, ideas, and voice to ensure it is both authentic and credible.

Please note that applications may be rejected if there is evidence of plagiarism or over reliance on AI generated content. This includes presenting ideas, experiences, or material created by others, or by artificial intelligence, as your own.

If you are invited to interview, please be aware that the use of AI tools is strictly prohibited, including for purposes such as transcription, recording, or note taking. Any suspected use of such tools may lead to your interview being terminated and your withdrawal from the recruitment process.

Further information

For an informal discussion about this vacancy, please contact Group Manager Ros Thomas, Head of Control at ros.thomas@northwalesfire.gov.wales or 07787578365.

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 will be treated no less favourably than an application submitted in English.