



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



**Operations Department  
Health & Safety Administration Assistant  
Candidate Information Pack**



## Welcome from Stuart Millington, Assistant Chief Fire Officer

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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.

In addition to Firefighters, 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.

Saving lives and reducing risk are at the heart of our mission as a Fire and Rescue Service – and our Operations department is vital to our success by providing a crucial support to the Service, including operational policy and procedures, performance management, emergency planning and health & safety, as well as overseeing the provision of appliances, uniform, PPE and equipment.

Our organisation is made up of people, and our health & safety team play a key role in supporting the Service to achieve their legal and moral obligations in relation to keeping our people and those they come into contact with safe by ensuring procedures and safe systems of work are in place. The role of health & safety 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.

Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.



## Who we are

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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

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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

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At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. Protecting and ensuring the safety of our staff and those we work with is vital to enable us to provide an effective emergency and proactive service.

Working with the health & safety team within the wider Operations department, you will provide full administrative assistance, which includes data entry, preparing documents and creating reports, photocopying and updating the management information system as an example. You will also support the health & safety team in arranging internal and external meetings, preparing agendas, taking notes and draft minutes of meetings, ensuring information is recorded accurately and distributed accordingly for action.

Receiving queries is a key part of the role, and these are generally received via phone, email and face to face from internal colleagues and external stakeholders; you will need to ensure a timely response is provided, whether this is personally from yourself or by escalating to an appropriate team member to assist. It is therefore essential that you are an effective communicator with a professional customer service focus to provide help and assistance to those contacting the team.

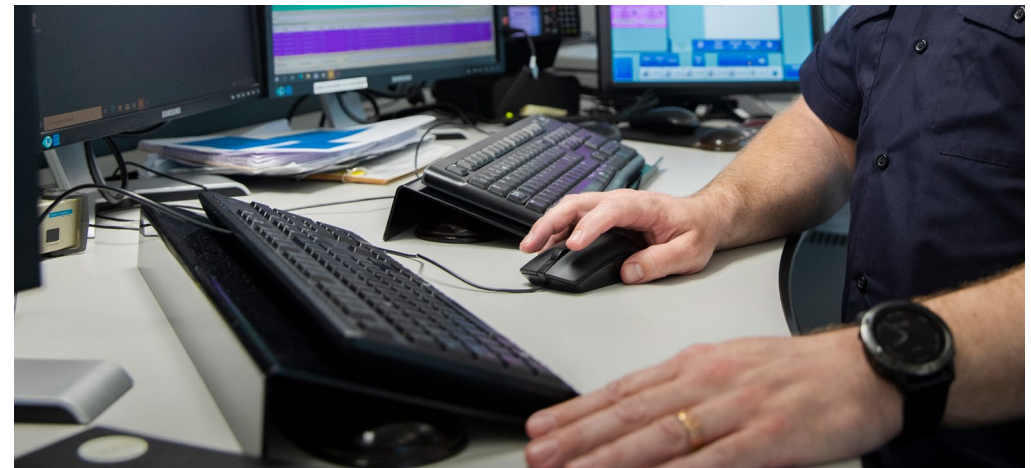
No two days are the same and the priorities of the day may change at short notice and you will be required to adjust your workload depending on requests received. You will need to be adaptable with excellent organisational skills to manage your own workload whilst ensuring deadlines are still met.

With advanced knowledge of Microsoft Office, you will be expected to maintain and develop information systems utilised by the health &

safety team to improve service delivery and ensure that the Service's legal, statutory and moral obligations are complied with. You will need a keen attention to detail to accurately record sensitive and confidential information to ensure data can be reported correctly as required and assist the Risk, Safety and Claims Manager with producing statistics for management reporting and monitoring.

Ideally you will hold an IOSH qualification in Health and Safety but candidates that are willing to undertake the qualification within their probation period will be considered. Utilising your knowledge and health & safety training, you will liaise with staff across all levels of the Service to provide advice and information where appropriate on various processes such as safety event reporting, risk assessments and inspection documentation. You will also enhance your own health & safety knowledge by supporting with investigations of reported safety events and therefore the ability to engage with others and build effective relationships is important.

The role is varied and a great opportunity for an individual with an interest in health & safety to develop their knowledge, skills and experience in this area.



# What we can offer you

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## Pay

Grade: Grade 04

Base Salary: Starting at £23,620 per annum, rising to £24,496 per annum

## Hours of work

This position is based on working 37 hours per week, Monday to Friday.

## Location of work

The base location of the team is within the Operations Department based in Rhyl. There may be a requirement to attend different fire service locations, therefore some travel in a Service vehicle to other Service locations may be required.

We also 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 practicable for the role, which can be discussed further during interview.

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



# Job Description

<b>Post Title</b>	Health and Safety Administration Assistant
<b>Department</b>	Health and Safety team, Operations Department
<b>Reports to</b>	Risk, Safety and Claims Manager
<b>Location</b>	Rhyl

## Overall job purpose

To undertake the role of Health and Safety Administrative Assistant for North Wales Fire and Rescue Service in order to provide sufficient Health and Safety support to the Health and Safety Team based within the Operations Department.

## Principal Duties and Responsibilities

1. Support the Health and Safety Team to maintain and promote a positive health and safety culture.
2. Provide administrative support to the Health and Safety Team - typing, Word processing and clerical work to include the preparing of documents and responses for signature. Handling telephone calls, messages, and emails ensuring all enquiries are dealt with personally or referred to the appropriate individual.
3. Maintain and develop information systems utilised by the Health and Safety team to improve Service delivery, standards and efficiency.
4. Support the investigation of safety events by recording and monitoring information received.
5. Monitor, review and audit risk assessments, as required, and at the appropriate level, to ensure the Service maintains and promotes a safer work environment.
6. Contribute to the development, implementation, monitoring, audit and review of improvements to the Service's Health and Safety under the direction of both the Risk, Safety and Claims Manager and Health and Safety Watch Manager.
7. Assist the Health and Safety team to undertake Health and Safety inspections of NWFRS premises and to prepare management information reports for audit purposes.
8. Report RIDDOR events, in the absence of the Risk, Safety and Claims Manager and the Health and Safety Watch Manager as and when required.
9. Produce safety advice and information publications as required by the Risk, Safety and Claims Manager and the Health and Safety Watch Manager.
10. Support the development and delivery of training activities, as required, improving the Health and Safety of the Service.
11. Taking minutes at departmental and external meetings as required and then produce and circulate documentation appropriately.
12. Take ownership of personal self-development in order to keep updated to maintain professional competence and attend courses and take advantage of development opportunities in order to maintain and enhance the role.
13. Undertake additional or other duties as necessary to meet the needs of the Service, including but not limited to filing, Stores and stationary orders.



## **Supervisory Responsibility**

None

## **Financial Responsibility**

None

## **Contacts Outside Own Section**

Various personnel within internal departments, Area Offices, Stations and Control on a frequent basis appertaining to H&S related tasks and issues.

General public on an infrequent basis.

Health and Safety Professionals within other organisations.

## **Language Requirements**

Welsh Level 2 as follows:

Speaking / Listening at Welsh Level 2 - Requires that you can;

Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

Reading at Welsh Level 2 – Requires that you can;

Understand factual, routine information and the gist of non-routine information on familiar matters related to own job area, e.g. in standard letters, leaflets.

Writing at Welsh Level 2 – Requires that you can;

Write short simple notes/letters/messages on a limited range of predictable topics related to personal experiences or own job area.

## **Employment Checks / Specific Requirements**

Basic DBS

## **Mandatory Training**

IOSH qualification in Health and Safety (to possess or required to attain within reasonable period following successful appointment).

## **Other**

Mainly office based but with the requirement to attend various service premises to conduct work and exercises. This role will require some flexibility as to working hours due to the requirements and working practices of the Service. For example, occasional evening work.

Agile working arrangements can be discussed and agreed with Line Manager.

# Person Specification

<b>Qualifications, Knowledge, Experience</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	NVQ level 3 or equivalent level of qualification (e.g. business administration) in a relevant subject area or an equivalent amount of proven relevant experience).
	Hold or required to attain an IOSH qualification in Health and Safety within 12 months of appointment.
	Advanced information technology skills to include the Microsoft Office applications, together with working knowledge of databases with the skills to extract and produce management information.
	Written and oral communication skills, in both English and Welsh (Welsh Level 2).
	Hold or required to attain Level 2 Welsh (if not held at time of application, to achieve within 12 months of appointment).
	Ability to drive and possess a full current UK driving licence.
	<b>Desirable</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Recognised training qualification.
	Experience in agenda and meeting notes preparation
	Membership of recognised safety body – IOSH.
	NEBOSH – General Certificate.
Welsh Level 3.	

## Skills

### Essential

The qualities without which a post holder could not be appointed

Ability to contribute effectively to a team working environment and build effective working relationships with internal and external individuals and groups.

Committed to excellence and proactively supports change, seeking opportunities to promote organisational improvement.

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

The ability to effectively communicate both orally and in writing.

The ability to work confidentially when dealing with sensitive information.

The ability to prioritise work effectively to meet organisational needs and deadlines, responding positively to pressure.

Committed to diversity and integrity and actively demonstrates a fair and ethical approach to work.

Committed to working flexibly to meet organisational needs, when required, within the conditions of service to include occasional evening work.

\*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

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	<ul style="list-style-type: none"><li>• Able to understand the gist of conversations in work.</li><li>• Able to respond to simple job-related requests and requests for factual information.</li><li>• Able to ask simple questions and understand simple responses.</li><li>• Able to express opinions in a limited way as long as the topic is familiar.</li><li>• Able to understand instructions when simple language is used.</li></ul>

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

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](mailto: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](mailto: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 Erin Hooke, Risk Safety and Claims Manager on 07932 864379

Closing date

**12:00 on 24.07.2023**

It is anticipated that interviews will be held with shortlisted candidates on 8th and 10th August.



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

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.