



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Information Governance Apprentice ICT Department

Candidate Information Pack

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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.

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.

Technology is a critical component in how North Wales Fire and Rescue Service supports the delivery of its daily activities; whether it's mobilising our frontline crews to operational incidents, ensuring they have access to risk critical information, or supporting systems that manage and control our resources, including back office systems such as Payroll and Finance to front line systems such as Mobile Data Terminals on our fire appliance - technology touches every part of our Service.

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

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](#).



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 to protecting our communities and the natural environment. Technology is a critical component in supporting the delivery of our daily activities.

As an Information Governance Apprentice, you will play a key supporting role in helping the Service comply with privacy and data protection laws. Working closely with the Data Protection Officer (DPO), you will assist in setting information governance standards, supporting privacy by design, and ensuring the secure handling of personal and public data. You will collaborate with teams across the Service, helping to mitigate risks, promote public trust, and raise staff awareness of best practice and compliance with relevant legislation.

This apprenticeship is designed to provide you with the skills and experience needed to perform this role.

Principal duties and responsibilities will include:

- Supporting the DPO in advising North Wales Fire and Rescue Authority (NWFRA) and its employees about their obligations under data protection and related legislation, including freedom of information and subject access requests.
- Assisting in maintaining and updating registers such as data protection impact assessments, information assets, and sharing agreements.
- Helping to prepare, log, and respond to Freedom of Information (FOI) and Subject Access Requests (SARs).
- Supporting the development and review of information governance policies and procedures.
- Assisting with the delivery of training sessions on information governance topics.
- Providing administrative support at meetings, including recording actions and outcomes.
- Liaising with external agencies, including the Information Commissioner's Office and other public bodies, as required.
- Supporting other departments in creating and maintaining information governance records.
- Helping colleagues understand the information they own and how to secure it.
- Processing ICT access and security-related requests using best judgement and practice.
- Carrying out other duties as required to support the effective operation of the information governance function.

This post is subject to a standard DBS Check and satisfactory references.

What we can offer you

Pay

Grade 03, moving to grade 5 at the successful completion of the qualification and training provided by the DPO.

Base Salary: Starting at £26,403 to £27,254 per annum, rising to £29,064 to £31,022 per annum once competent

Hours of work

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

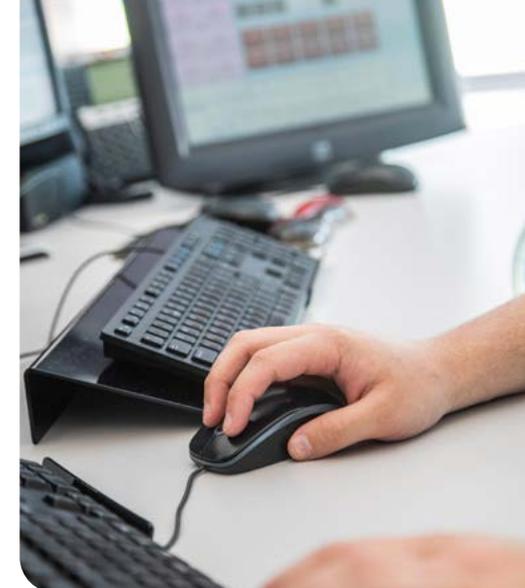
Location of work

The base location of the team is in St Asaph, but the nature of the role means you will be required to work at different fire service locations, therefore travel to other locations within the Service area will be required using a pool vehicle. A full current UK driving licence is essential for this role.

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 through a Corporate Blue Light Card.



Job Description

Post Title	Information Governance Apprentice
Department	ICT Department
Reports to	Data Protection Officer (DPO)
Location	Service Headquarters, St. Asaph.

Overall Job Purpose

This is a development role leading into the Information Governance Assistant. The apprentice will support the organisation's compliance with information governance including data protection, GDPR and Freedom of Information requirements. This role combines formal study towards a City & Guilds Level 3 Diploma in Business Administration delivered by a local college, together with on-the-job training in information governance delivered by the DPO.

Pathway Development

The postholder will commence at a grade 3 and will undertake a level 3 apprenticeship in business administration. This will be coupled with on the job training provided by the DPO in information governance, data protection, GDPR, Freedom of Information and policy compliance.

Training is expected to be completed within the 24 month apprenticeship. The postholder will be expected to have passed the formal training and demonstrated competence in areas of information governance. Once this is completed, the role will be commensurate with grade 5 and an opportunity will be able to apply for a permanent position, subject to a professional discussion.

Principal Duties and Responsibilities

1. Support the DPO with day-to-day information governance activities
2. Assist in maintaining and updating registers containing information such as data protection impact assessments, information assets and sharing agreements

3. Help prepare, log and respond to Freedom of Information (FOI) and Subject Access Request (SAR)s.
4. Support the development and review of information governance policies and procedures
5. Assist with the delivery of training sessions on information governance related topics
6. Attend meetings and provide administrative support, including recording actions and outcomes
7. Assist with liaison and communication with external agencies including the Information Commissioner's Office and other public bodies
8. Support other departments in relation to their creation of information governance records such as sharing agreements, impact assessments and retention policies
9. Help other departments understand the information they own and how to secure it
10. Process ICT access and security related requests utilising best judgment and best practise.
11. Other duties as required to support the effective operation of the information governance function

Additional Principal Duties and Responsibilities (Once Competent)

1. Analyse compliance data and assist with monitoring adherence to data protection legislation and internal policies
2. Coordinate and support the delivery of information governance sessions
3. Contribute towards the identification and implementation of improvements in information governance processes
4. Support post-incident management, including tracking remedial actions and lessons learned from data breaches
5. Draft reports to communicate key metrics such as compliance rates and training completion

Supervisory Responsibility

None

Financial Responsibility

None

Contacts Outside Own Section

All NWFRS departments.

Other Fire and Rescue Services (and public sector bodies)

Regulatory authorities such as the Information Commissioner's Office.

NWFRS Senior Information Risk Owner (SIRO) Any other external agencies as required in order to fulfil duties.

Language Requirements

Welsh Level 2 – Speaking and Listening (to achieve this within the probation period). The ability to communicate in 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 in a limited way as long as the topic is familiar.

Employment Checks / Specific Requirements

Standard DBS check.

Mandatory Training

City & Guilds Level 3 in Business Administration (local college)

Structured on-the-job training in information governance (DPO)

Formal training in processing Freedom of Information Act 2000 Requests and understanding exemptions.

Other

Ability to undertake a blend of agile working on agreement with line manager.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

GCSE Grade C or higher in English and Maths, or equivalent qualifications *

Good digital literacy with an understanding of the foundational Microsoft Office products (Word, Excel, Outlook etc)

Ability to use basic computer technology

Willingness to complete all the mandatory training supplied by NWFRS

Desirable

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

GCSE in IT, or equivalent qualification

Basic knowledge of the General Data Protection Regulations

Excellent digital literacy, with an understanding of Microsoft 365 products (SharePoint, Teams)

Initial Skills to possess at application

Essential

The qualities without which a post holder could not be appointed

A Proactive enthusiasm to learn

Excellent communication skills, both written and verbal

Ability to build good working relationships

Ability to explain complex topics to audiences with a range of understandings

Capable of working alone and as part of a team

Hold a valid full UK driving license with the ability to drive

Desirable

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

Bilingual in Welsh and English

Additional skills to possess once competent

Essential

The qualities without which a post holder could not be appointed

Analytical problem-solving skills

Ability to present and deliver training to staff at all levels

Ability to explain complex concepts to different professional groups

Ability to investigate incidents and recommend actions

Ability to advise staff on a variety of GDPR related topics

Self-Motivation and ability to prioritise workloads

Detail-orientation, able to follow procedures through to a satisfactory completion

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

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.



Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 on 02/03/2026

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, you will need to demonstrate that you meet all of the essential criteria as detailed in the person specification. 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 contact the Data Protection Officer at dpo@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 will be treated no less favourably than an application submitted in English.