



Gwasanaeth Tân ac Achub
Fire and Rescue Service



HR Administrative Assistant Candidate Information Pack

ATAL AMDDIFFYN YMATEB
PREVENTING PROTECTING RESPONDING

www.tangogleddcymru.llyw.cymru
www.northwalesfire.gov.wales



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 Administrative Assistant 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.

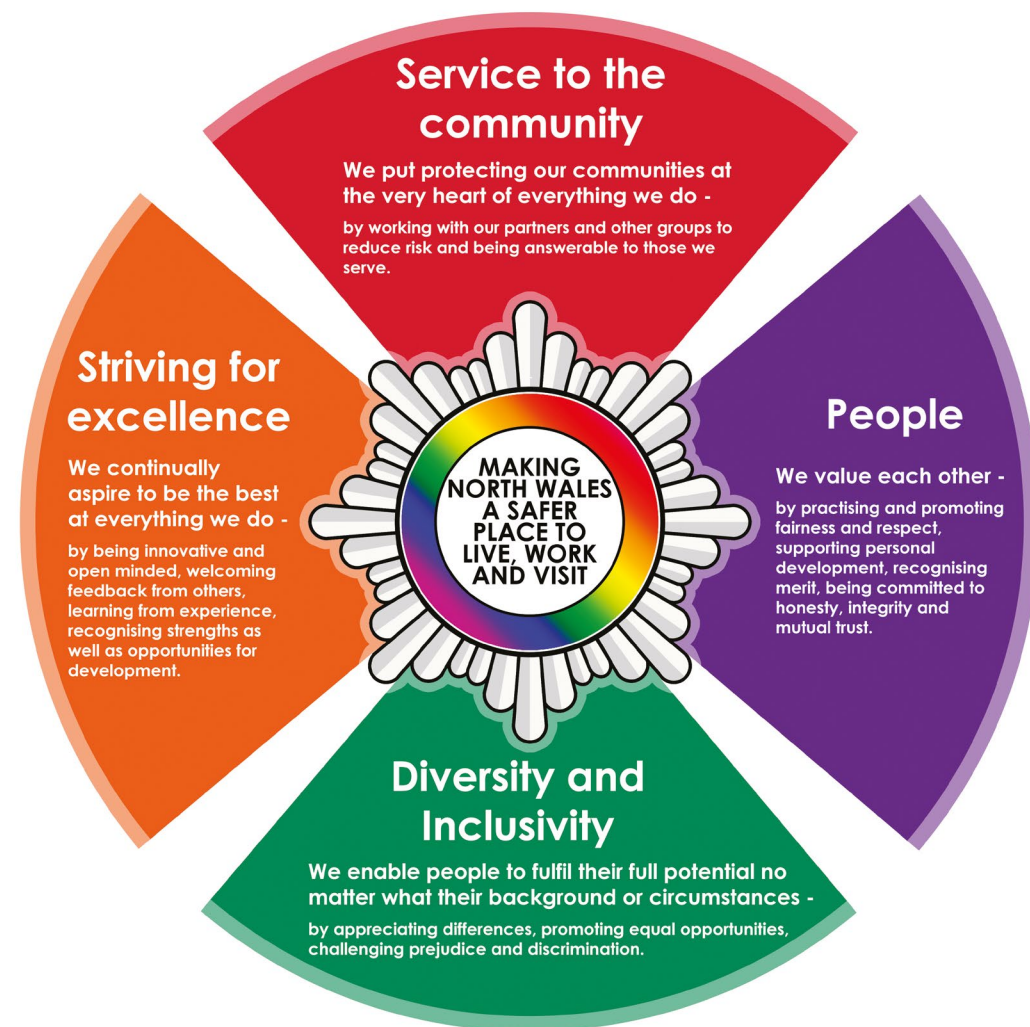
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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. An exciting opportunity has arisen within our Human Resources Department.

As a HR Administrative Assistant, you will provide a comprehensive and confidential support service to the HR Department ensuring the efficient processing and administration of all Human Resources functions including recruitment and attendance management.

Reporting to the HR Administration and Systems Coordinator, you will be the first point of contact for general HR enquiries, internal and external, via telephone, email and post, directing more complex queries to the HR Specialists or HR Management as appropriate whilst maintaining confidentiality at all times.

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 so you will need to be adaptable with exceptional organisational skills to manage your own workload whilst still meeting deadlines.

Exceptional attention to detail and knowledge of Microsoft Office are an essential aspect of this role as you will be expected to maintain a paper and electronic filing system and undertake general administration for the HR Department, which includes data entry, creating reports, photocopying and updating the Management Information System.

Liaising with staff across all levels of the Service, you will be providing advice and information where appropriate on various processes such as leave entitlement, probation for non-operational staff, attendance management and Service policies therefore the ability to engage with others and build effective relationships is key.



What we can offer you



Pay

Grade NWFRS 05

Salary: Starting at £29,064 rising to £31,022

Hours of work

This position is based on working 5 days per week 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 introduced 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 Blue Light Card.

Job Description

Post Title	HR Administrative Assistant
Department	HR and Business Support Unit
Reports to	Head of HR and Business Support Unit

Overall Job Purpose

To provide a comprehensive and confidential support service to the Human Resources Department, ensuring the efficient processing and administration of all Human Resources functions; encompassing recruitment and attendance management.

Principal Duties and Responsibilities

1. First point of contact for general HR enquiries, internal and external, via telephone, email or post, directing more complex queries to the HR Specialists or HR Management as appropriate.
2. Accurately recording and monitoring all processes in relation to time and attendance management, and recruitment, selection and retention. This includes, (but is not limited to) monitoring all types of absence and attendance, medicals, applications, resignations and retirements.
3. Advertising vacancies both internally and externally utilising a number of different resources. Arranging interviews and ensuring all checks are in place prior to interview.
4. Issuing contracts and other changes to employment, conducting pre-employment checks, raising issues as appropriate and advising line managers on the induction and onboarding process.
5. Accurately entering new starters and leavers onto the MIS system and liaising with payroll for deadlines.
6. Monitoring the probation process for non-operational personnel.
7. Monitoring and ensuring compliance with all relevant policies and legislation.
8. Dealing with all types of leave entitlement queries (i.e. annual leave, maternity)
9. Checking and verifying invoices received in relation to HR functions.
10. Assisting the HR Administration and Systems Coordinator with the employee eligibility list for awards.
11. General administration for the HR Department which will include; data entry, creating information reports, photocopying, filing, archiving and updating the MIS system.
12. Providing information and advice where appropriate on the processes listed above and liaising with personnel of all levels across the Service.
13. Any other duties commensurate with the post and salary grading, as directed by the HR Management or HR Specialists.

Person Specification

Qualifications, Knowledge, Experience	Essential
	The qualities without which a post holder could not be appointed
	NVQ Level 3 or an equivalent level of qualification in a relevant subject area (e.g. Business Administration, CIPD) or an equivalent amount of proven and relevant experience. (AF, V)
	Good knowledge of Local Government Conditions of Service and/or general Employment Law. (AF, I)
	Previous administration experience. (AF)
	Experience of using ICT databases and creating reports. (AF)
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	CIPD qualification. (AF, V)
	Knowledge of recruitment processes. (AF, I)
	Knowledge of Attendance Management processes. (AF, I)
	Experience of using iTrent management information system. (AF)

Skills	Essential
	The qualities without which a post holder could not be appointed
	English language communication skills, both verbal and written (equivalent to a Level 2 Essential Skills). (AF, PIA)
	Numerical skills in order to create statistical reports. (AF, PIA)
	Organisational skills with the ability to work under own initiative, able to prioritise and meet deadlines. (AF, I)
	Intermediate ICT skills to include working knowledge of Microsoft Office packages. (AF)
	Fast and accurate data entry skills. (AF)
	Ability to pay close attention to detail and able to identify and correct errors to maintain data accuracy. (AF)
	The ability to work as part of a team. (AF)
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Welsh language communication skills at level 4 or above. (AF)

*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.

Identification of the requirements will be through the:

Application Form (AF),

Pre – Interview Assessment (PIA)

Interview (I),

Verification (V)

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	<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.

For applicants with no prior knowledge of the Welsh language, support will be provided to achieve level 2 spoken Welsh. We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role. Support is available in many different forms to help you succeed, including formal training courses and workshops, one-to-one mentoring, informal support from Welsh language champions across the Service, soundbites and work booklets.



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 Lynne Scott on 01745 535 281

Recruitment Activity	Date
Closing date	9th January 2026
Shortlisting (by recruiting manager)	w/c 12th January 2026
Online assessments	w/c 19th January 2026
Interviews	28th or 29th January 2026 (you will only be required to attend on one of these days).

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 may be submitted in Welsh or English with both being treated equally and fairly.



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