



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Environmental Support Officer

Environment and Climate Change

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.

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, who play a key role in supporting the Service to achieve their objectives in relation to environmental and climate change factors.

The Environmental team are responsible for monitoring and reducing the Service's environmental impact, ensuring compliance with legislation, promoting sustainable practices, and supporting projects that help us meet our ambitious goals to reduce carbon emissions and improve environmental performance.

The role of Environmental Support Officer in a frontline emergency service is dynamic, varied, and rewarding. It involves supporting key projects linked to sustainability, managing data and reporting, assisting with audits and inspections, and providing advice and guidance to colleagues across the organisation. This helps to ensure the Service continues to improve its environmental performance while protecting the communities we serve.

Does this sound interesting? We're looking for an Environmental Support Officer to join our team and help us deliver on our environmental commitments.



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.

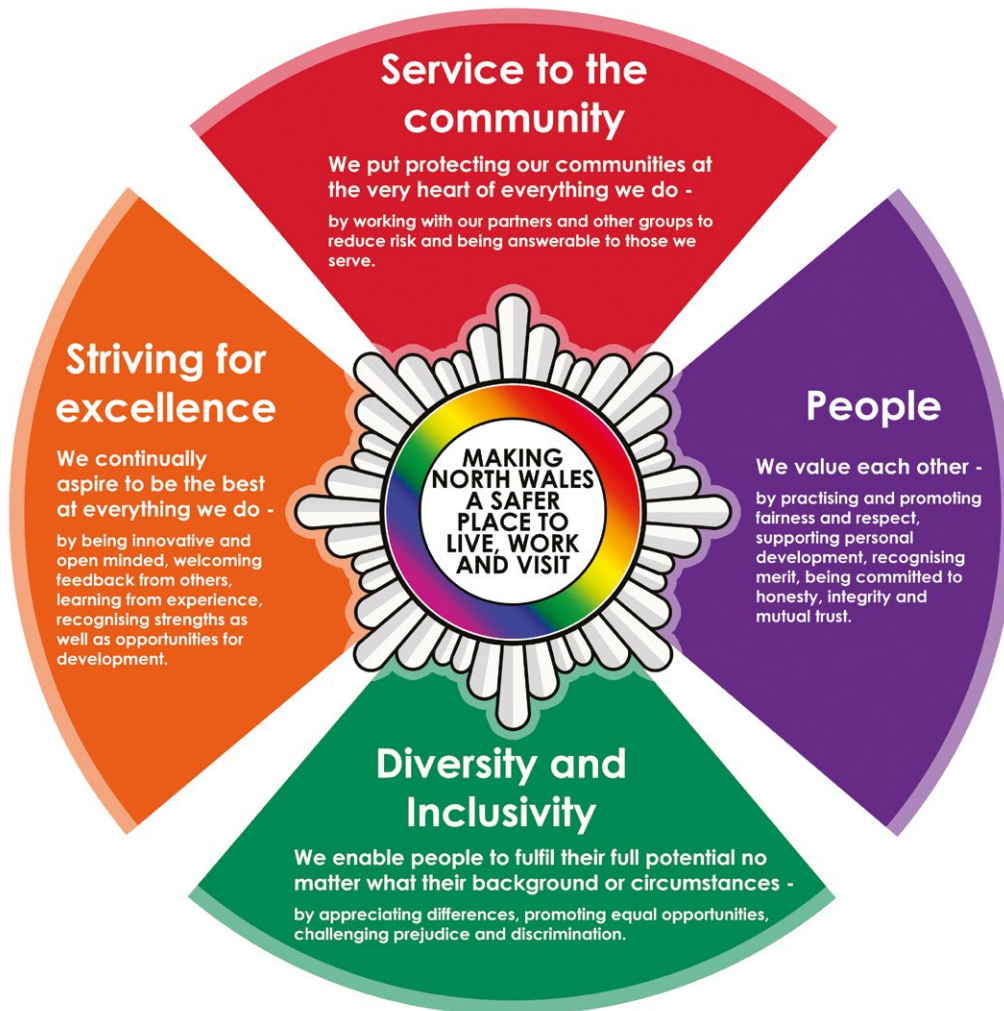
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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 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

Following the adoption of fleet, heating, and power decarbonisation plans by the Fire and Rescue Authority, applications are invited for the post of Environmental Support Officer.

This role provides a unique opportunity to work at the forefront of environmental and sustainability initiatives within a large, dynamic emergency service. The successful candidate will support the Environment and Climate Change Manager in the delivery of key environmental programmes, compliance initiatives, and strategic projects aimed at reducing the Service's environmental impact.

Key responsibilities include project coordination, data collection and analysis, carbon accounting, sustainable travel initiatives, stakeholder engagement, site visits and audits, meetings and reporting with continuous improvement by way of contributing ideas and support initiatives to enhance the Service's environmental performance, sustainability culture, and regulatory compliance.

The ideal candidate will have a strong interest in environmental management, sustainability, and climate action. Excellent organisational and communication skills are essential, along with the ability to manage multiple projects and collaborate effectively with colleagues and stakeholders. Previous experience in environmental data analysis, carbon accounting, or sustainability project support is highly desirable.

This is a varied and engaging role, offering the opportunity to contribute directly to North Wales Fire and Rescue Service's strategic environmental goals and make a tangible impact on sustainability across the Service area.



What we can offer you

Pay

Grade 05

Base Salary: Starting at £29,064 per annum, rising to £31,022 per annum.

Location of work

The base location is at the Headquarters in St Asaph, with the opportunity to undertake work remotely or from alternative fire service locations.

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 an agile working policy to facilitate virtual and home working where practicable for the role, which can be discussed further during interview.

Hours of work

This position is based on working 37 hours per week, Monday to Friday and is an 18 month fixed term contract.

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

Post Title	Environmental Support Officer		
Department	Technical Operations	Date	16/04/25
Reports to	Environment and Climate Change Manager	Salary Grade	Grade 5
Location	Hybrid	Hours per week	37

Overall Job Purpose

To support the Environment and Climate Change Manager in delivering the Service's environmental objectives. The role will focus on the effective management of environmental data, administration of the Environmental Management System, and support for key environmental projects and compliance initiatives, including carbon accounting and the Healthy Travel Charter.

Principal Duties and Responsibilities

1. Assisting the Environment and Climate Change Manager with tracking their day-to-day workload and progress of environmental projects
2. Develop positive working relationships with stakeholders, including senior managers, project teams and employees.
3. Collecting and reporting energy consumption at sites with non-automatic meters on a monthly basis
4. Administrative tasks related to maintaining the Environmental Management System
5. Working with the Environment and Climate Change Manager to carry out internal validation audits as required by the Environmental Management System
6. Support the facilitation of various meetings chaired by the Environment and Climate Change Manager, with both internal and external attendees.

7. Assisting the Environment and Climate Change Manager to manage environmental projects, advising on each phase of the project life-cycle, critical success factors, risk analysis, resource plans and stakeholder engagement. Resolving problems and situations with projects using own judgement where appropriate.
8. Create and maintain plans to support the ongoing alignment of programmes and projects with strategic objectives and targets
9. Ensure monitoring of project/programme plans and report task delays and take necessary action to alert key stakeholders.
10. Liaise between project teams and the Project Management Office to ensure appropriate use of NWFRS Project Management framework.
11. Gathering relevant data from other departments as required to assist the Environment and Climate Change Manager in preparing annual carbon accounting. This will involve handling complex and sensitive information from various departments and using own judgement to select/reject conflicting information from different sources.
12. Assisting with ensuring the Service's compliance with the North Wales Healthy Travel Charter
13. Attending internal and external meetings on behalf of the Environment and Climate Change Manager as required, including travel within the Service area. This will include attending and supporting programme or project boards, groups, project assurance and quality review meetings as required.
14. Finance administration tasks relating to environmental projects including raising purchase orders, receipting of goods and services, directing incoming invoices, and assisting with administration of grant applications.

Supervisory Responsibility

None

Financial Responsibility

None

Contacts Outside Own Section

Regular contact with other departments and personnel throughout the Service.

Contact with external project stakeholders including contractors, suppliers and statutory bodies.

Language Requirements

Level 2 Welsh (to be achieved within probation period) – 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.

Employment Checks / Specific Requirements

Standard DBS.

Mandatory Training

None, however apprenticeship opportunities may be available to support candidates to develop their project management skills on a case-by-case basis.

Other

Mainly office based but with requirement to attend service locations or sites. This may involve working outside for extended periods in unpleasant conditions.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Recognised Level 3 (or above) qualification in business, finance, project management or similar subject

Demonstrable experience in an administrative or project support role

Desirable

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

Experience in supporting public sector decarbonisation projects

Previous experience working for an emergency service

Experience in dealing with project stakeholders

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

An understanding of Fire and Rescue Service operations

A keen interest in environmental issues

Able to use Microsoft Office software (Word, Excel, Outlook etc.) proficiently

Able to communicate confidently with project stakeholders at all levels

Excellent literacy and numeracy skills, with strong attention to detail and the ability to produce high quality documentation for reporting.

Excellent analytical and problem-solving skills & ability to prioritise workload.

Act on own initiative, often working independently, being proactive and willing to work under limited supervision to achieve objectives

To possess and maintain a current full UK driving licence

Desirable

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

Working with established Project Management methodologies (PRINCE2, Agile, Lean Six Sigma etc.)

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	Having level 2 Welsh skills means that; <ul style="list-style-type: none">• you can give and receive personal details and basic information,• 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 . <ul style="list-style-type: none">• 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.

Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 noon, Wednesday 22nd October 2025

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. You will need to demonstrate that you meet all of the essential criteria detailed in the person specification in order to be shortlisted to the next stage. 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 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 Tim Christensen on (01745) 352 689.

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.