



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Digital Learning Developer

Training Department

Candidate Information Pack

Contents

Welcome from Justin Evans, Assistant Chief Fire Officer 3

Who we are 4

North Wales; A Place To Live, Work And Visit 6

The Role 7

What we can offer you 9

Job Description 10

Person Specification..... 13

Welsh Language Skills 16

Recruitment Timeline 17

How to Apply 17



Welcome from Justin Evans, 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.

Learning and development are critical to how North Wales Fire and Rescue Service supports its people and delivers services to our communities. Whether it's designing engaging digital learning resources, supporting colleagues to build knowledge and confidence, or helping ensure training is accessible, consistent and effective across the Service, digital learning plays an important part in developing a skilled and capable workforce.

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 create high-quality digital learning that supports staff development, improves knowledge sharing and helps North Wales Fire and Rescue Service make North Wales a safer 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](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 to protecting our communities and the natural environment. Learning and development are a critical part of supporting our staff to deliver effective services, work safely and continue to develop the knowledge and skills needed across the organisation.

As the Digital Learning Developer, you will be responsible for helping to create and manage digital learning and e-learning content and systems that are easy to use, accessible and meet the learning needs of staff across the Service.

You will work with colleagues across the Service to design, develop and maintain engaging learning materials, supporting the delivery of consistent, high-quality training that helps staff build knowledge, confidence and capability.

The role will also support the effective use and ongoing development of digital learning platforms, helping to ensure content is kept up to date, learning records are accurate, and digital learning continues to meet organisational, operational and learner needs.

Principal duties and responsibilities will include:

- Work with subject matter experts (SMEs) and managers to identify learning needs and structure learning content.
- Design and develop engaging, accurate, and user-friendly e- learning and digital learning and training materials.
- Capture, edit, and manage digital media assets (in line with GDPR principles) to support the creation of digital learning and training content.
- Manage and maintain the Learning Management System (LMS), including user administration, content management, quality assurance and reporting to support organisational compliance.
- Ensure all digital and e-learning content complies with recognised accessibility standards (e.g. WCAG).
- Apply robust quality assurance processes to ensure accuracy, consistency and version control of all digital learning content.
- Use LMS data and analytics to monitor training compliance, produce reports, and improve learning effectiveness.
- Ensure multimedia equipment used for digital learning is maintained, available for use, and stored securely and providing basic technical support where required.

- Ensure all content complies with the Data Protection Act, copyright law, and organisational policies.
- Assist with the evaluation and installation of new / upgraded software.
- Maintain awareness of technological developments and recommend improvements to existing hardware / software through attendance at user group meetings where required.
- Assist in the development, design and maintenance of The Training and Development department Intranet pages.
- Manage an in-house Facilities Management team, including performance, development, wellbeing and workforce planning.
- Carry out all aspects of the role both on-site and on location throughout the Service area in a range of environments, where required.
- Development of digital scenarios for command assessments.

What we can offer you

Pay

Grade 06

Salary: Starting at £31,537 to £34,434 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 the Training and Development Department which is located at Rhyl Community Fire Station.

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
- Free on-site parking at all Service locations
- 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	Digital Learning Developer	Post Ref	A2176
Department	Training and Development	Date	June 2026
Reports to	Organisational Development Manager	Salary Grade	NWFRS 06
Location	Training and Development Department, Rhyl.	Hours per week	37

Overall Job Purpose

To create and manage digital learning and e-learning content and systems that are easy to use, accessible, and meet the learning needs of staff across the Service.

Principal Duties and Responsibilities

1. Work with subject matter experts (SMEs) and managers to identify learning needs and structure learning content.
2. Design and develop engaging, accurate, and user-friendly e- learning and digital learning and training materials.
3. Capture, edit, and manage digital media assets (in line with GDPR principles) to support the creation of digital learning and training content.
4. Manage and maintain the Learning Management System (LMS), including user administration, content management, quality assurance and reporting to support organisational compliance.
5. Ensure all digital and e-learning content complies with recognised accessibility standards (e.g. WCAG).
6. Apply robust quality assurance processes to ensure accuracy, consistency and version control of all digital learning content.
7. Use LMS data and analytics to monitor training compliance, produce reports, and improve learning effectiveness.

8. Ensure multimedia equipment used for digital learning is maintained, available for use, and stored securely and providing basic technical support where required.
9. Ensure all content complies with the Data Protection Act, copyright law, and organisational policies.
10. Assist with the evaluation and installation of new / upgraded software.
11. Maintain awareness of technological developments and recommend improvements to existing hardware / software through attendance at user group meetings where required.
12. Assist in the development, design and maintenance of The Training and Development department Intranet pages.
13. Carry out all aspects of the role both on-site and on location throughout the Service area in a range of environments, where required.
14. Development of digital scenarios for command assessments.

Supervisory Responsibility

None.

Financial Responsibility

None.

Contacts Outside Own Section

Subject Matter Experts, Learners, Training and System Suppliers, other Fire and Rescue Services, outside agencies connected with training and development.

Language Requirements

Hold or have attained Level 2 in Welsh Language Assessment within 2 years of appointment. (The Service will support individuals to develop their language skills).

Employment Checks / Specific Requirements

Standard DBS.

Mandatory Training

Core induction learning modules and training will need to be completed as part of the 6-month probationary period requirements.

Other

Whilst the base will be Rhyl, there will be requirements to visit other sites and venues across North Wales and occasionally across Wales. Opportunities for agile working are also available.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Experience:

Identifying learning needs with subject matter experts and designing appropriate digital solutions

Using e-learning authoring tools (e.g. Articulate 360, Adobe Creative Suite, or similar)

Creating engaging, user-centred digital training and e-learning content

Administering and managing a Learning Management System (LMS)

Quality assuring digital learning content to maintain accuracy, consistency, and version control

Use LMS data and learner analytics to evaluate effectiveness and inform continuous improvement of learning content

Knowledge:

Instructional design principles (e.g. ADDIE)

Accessibility standards (e.g. WCAG)

Teaching or training qualification (e.g. Level 3 Award in Education and Training or equivalent)

Desirable

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

Qualifications:

Qualification in Learning and Development, Instructional Design, Education, or a related field

Qualification or relevant training in multimedia, digital media or design

Skills**Essential**

The qualities without which a post holder could not be appointed

Ability to develop creative and engaging digital learning content

High level of accuracy and attention to detail

Ability to manage competing priorities and meet deadlines

Ability to work effectively with stakeholders to develop learning solutions

Ability to work independently and take ownership of tasks

A proactive approach to continuous improvement

Commitment to inclusive design and accessibility

Level 2 Welsh - Speaking and Listening (to be achieved within probation period if not already attained)

Ability to drive

Excellent communication, organisational and time management skills.

Other Relevant Requirements

Essential

The qualities without which a post holder could not be appointed

PowerPoint Design Skills

Desirable

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

Adobe Certified Professional (Photoshop, Premiere Pro, etc.)

Articulate 360 / Storyline training certificates

Other e-learning tools (e.g. Captivate)

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	• 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	• 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 7th September 2026
Interviews w/c:	21st September 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 Lee Bourne, Head of Training and Development on 01745 352 798 or via email on lee.a.bourne@northwalesfire.gov.wales

Appointments are subject to a valid Right to Work check, satisfactory references, a Drug and Alcohol test, and the completion of a Disclosure and Barring Service (DBS) check. Please note that the DBS check will disclose both spent and unspent convictions or cautions.

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.