Gwasanaeth Tân ac Achub
Fire and Rescue Service

Risk Safety & Claims Manager (Maternity Cover)

Health and Safety Team, Technical Operations Department

Candidate Information Pack

Contents

Welcome from Ant Jones, 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 8

Job Description 9

Person Specification. 13

Welsh Language Skills 16

Recruitment Timeline 17

How to Apply 17

Welcome from Ant Jones, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls. While this is a vital part of what we do, North Wales Fire and Rescue Service is a diverse organisation with a wide range of professional and specialist roles that support our ability to deliver a safe, effective and resilient service to our communities.

Our Health and Safety Team plays an important role in supporting the Service to protect our employees, manage risk and maintain high standards of health, safety and wellbeing. The team provides specialist advice and guidance across the organisation, helping us to meet our statutory responsibilities, learn from incidents and continually improve the way we manage risk.

The Risk, Safety and Claims Manager will play a key role within this team, providing professional leadership and strategic advice on health and safety, risk management, business continuity and insurance claims. Working with colleagues across the Service, the post-holder will help to ensure that appropriate arrangements are in place to protect our people, support operational effectiveness and maintain public confidence in the Service.

We are looking for an experienced and credible professional who can build strong relationships, provide clear and pragmatic advice, and influence positive change at all levels of the organisation. This is an opportunity to make a real difference within a complex and challenging environment, working alongside colleagues who are committed to keeping the people of North Wales safe.

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 and 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

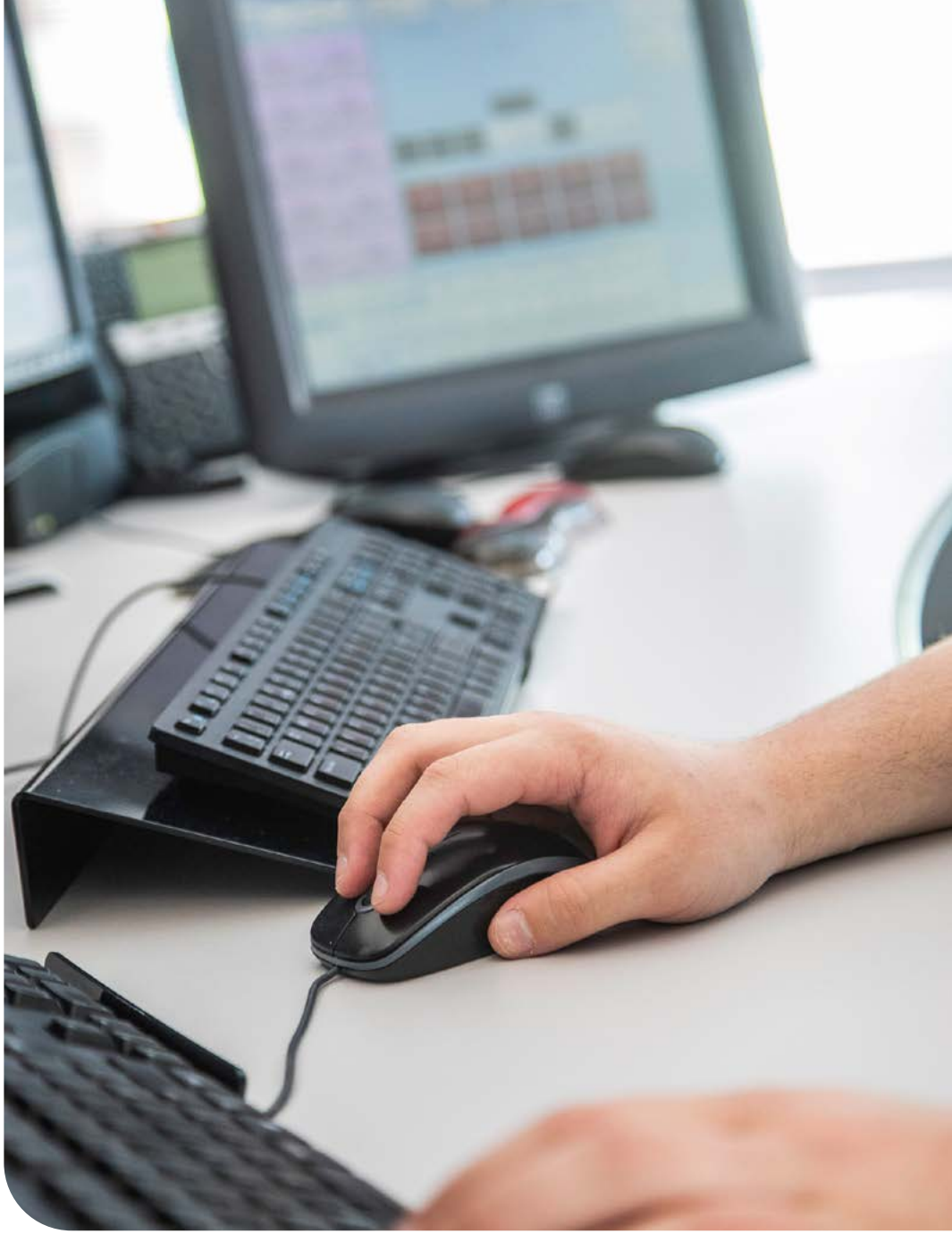
We are looking to appoint a Risk, Safety and Claims Manager within our Health and Safety Team based in Rhyl on a 12-month fixed-term contract to cover maternity leave.

The successful candidate will lead and manage North Wales Fire and Rescue Service's approach to health, safety, risk management and insurance claims, ensuring the Service continues to meet its statutory obligations and maintains high standards of governance and employee safety.

Responsible for developing, reviewing and implementing policies, procedures and guidance to ensure compliance with relevant legislation and best practice, the post-holder will work collaboratively with a wide range of internal and external stakeholders to promote a pragmatic culture of health and safety, provide professional advice and support across the organisation, and oversee the effective management of claims and related processes.

The nature of the Service means staff are regularly exposed to challenging situations, complex moral dilemmas, and hazardous, fast-moving or emotionally demanding environments that require sound judgement and effective decision-making. The role requires a confident and credible professional with excellent communication and relationship-building skills, capable of influencing stakeholders at all levels and driving continuous improvement across the Service.

Providing strategic advice to the Senior Leadership Team and Principal Officers, the post-holder will support the achievement of organisational objectives whilst maintaining high professional standards. As a bilingual organisation, the postholder will require Level 2 Welsh skills.



What we can offer you

Pay

Grade 10 starting at £48,738

Hours of work

This position is based on working 37 hours per week on a Monday to Friday basis 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 recently 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 access to discounts from hundreds of retailers, leisure and service providers.

Job Description

Post Title	Risk, Safety and Claims Manager
Department	Health and Safety Team, Technical Operations Department
Reports to	Technical Operations Manager

Overall Job Purpose

The Risk, Safety and Claims Manager will lead the setting of strategy and direction for North Wales Fire and Rescue Service (NWFRS) in relation to the Service's commitment to maintain high standards in health and safety and the management of claims. The postholder will need to ensure that our Service strategy, policies, procedures and guidance meets all legislative requirements.

The individual will work in collaboration with a range of people to embed a pragmatic culture of health and safety for all our staff and support them where required. The postholder will provide advice, support and action to meet our health and safety requirements.

Responding to emergencies exposes firefighters and managers to difficult moral dilemmas and they have to make decisions in what are sometimes extremely hazardous, emotionally charged and fast-moving situations. The individual will need to have a positive approach to managing risk to appropriately maintain operational effectiveness.

As a member of the Operations team the postholder will lead colleagues to achieve organisational objectives. They will promote a professional approach by meeting policy and procedures and will enhance the reputation of a high standard health and safety department.

Principal Duties and Responsibilities

1. To be responsible for advising the Chief Fire Officer, Service Leadership Team and the Health, Safety and Well-being Committee on all matters relating to health and safety as defined in the Health and safety at Work etc Act. 1974 and relevant legislation.

2. Develop and lead the implementation and promotion of a health and safety culture across the Service through the provision and development of health and safety policies and procedures, including risk assessment, accident prevention, health initiatives and the acknowledged personal responsibility of staff. Work closely with the other Welsh FRS's to achieve an All Wales approach where appropriate.

3. Facilitate the maintenance and management of health and safety, service risk and claims through systems, audit/inspection and the establishment of high standards and expectations of employees regarding safety aware behaviours and performance. Developing and maintaining a programme of audits and inspections to facilitate a continuous improvement in health and safety performance.

4. In conjunction with the learning and development team, identify training needs, create comprehensive health and safety training that will promote, develop and sustain positive health and safety awareness, and will insure that all staff are fully trained and developed to deliver a service that is fit for purpose.

5. Implement an appropriate risk assessment methodology to comply with legislation and ensure all potential risks are identified and control measures implemented and monitored. Including the overview of cooperate, departmental and local risk registers.

6. To work in collaboration with the health and fitness team, specifically in relation to ensuring the appropriate health, fitness and well-being standards are maintained.

7. Represent NWFRS and work collaboratively within relevant local, regional and national forums.

8. Support the strategic management lead, attending relevant working groups and advising on all health and safety matters.

9. To manage the renewal process for the service insurances and the day to day issues arising from the policies and associated claims

10. Undertake health and safety investigations in connection with any relevant incidents or claims made against the Fire Authority. Liaise with intermediaries in connection with investigations involving insurance claims.

11. Compile / complete and return accurate representation of information and documentation relating to information requested via insurers within strict deadlines

12. To accompany HSE Inspector/s during visits and to report the findings to the Service Leadership Team. Whilst ensuring all identified actions are completed as soon as practicably possible

13. Be able to source and interpret a range of data sources to identify issues and provide recommendations and solutions; whilst ensuring compliance with GDPR.

14. Support the implementation of safe systems of work that are aligned to National Operational Guidance and other key documents and standards.

15. Being the single point of contact for liaison with the HSE and ensure compliance with reporting requirements such as Reporting of Injuries, Disease and Dangerous Occurrences Regulations.

16. Manage and appropriate any allocated budget.

17. To lead and manage the organisations responsibilities for Business Continuity Management.

18. Work with the Environment and Climate Change Manager to support the Services response to environmental legislation, approved codes of practice and industry standards that are applicable to NWFRS and advise on the actions required to comply with the legislative framework.

19. Proactively take successful steps in preventing or removing inequalities to improve fairness, diversity and inclusion in all people related aspects.

20. To carry out such duties as may from time to time, be agreed and directed by the Chief Fire Officer which are commensurate with the grading of this post.

Supervisory Responsibility

Line Management of the Health and Safety administration assistant.

Financial Responsibility

Manage any associated budget as required within role and duties.

Contacts Outside Own Section

Various personnel within internal departments, in all offices and stations.

Various external agencies, other authorities, other emergency services, other fire and rescue services.

Health and Safety Executive

Wales Regional NFCC group.

Language Requirements

Level 2 Welsh, to be achieved with probation period.

Employment Checks / Specific Requirements

Disclosure and Barring Service (DBS) check

Mandatory Training

As and when required by the Service.

Working Conditions

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

Person Specification

Qualifications, Knowledge & Experience

Essential The qualities without which a post holder could not be appointed
NEBOSH Diploma or equivalent Level 6 qualification in Health and Safety.
Member/ Corporate Member of the Institution of Occupation Safety and Health or commitment to become a Corporate Member of IOSH.
Thorough and current understanding of relevant topics including civil and criminal law, health and safety management and technical advances.
Able to create an organisational environment of improvement through: new ideas, organisational process and cultural change initiatives.
Proactively reviews the health and safety system to reflect changes from external influences and in response to staff engagement.
Proven experience and ability to analyse, interpret and present complex data/issues to a range of audiences both orally and in writing.
Skilled in developing and maintaining effective working relationships with key stakeholders.
Able to demonstrate developed organisational skills: able to balance competing priorities; deliver project goals on time; and maintain a supportive management role.
Ability to recognise opportunities for improvement and lead a team to produce new ideas and approaches; produces a range of solutions to problems.
Ability to effectively use MS Office suite.
Possess a valid UK driving license
Willing to travel off-site whilst undertaking duties locally, regionally and nationally, including overnight stays where applicable.
Leading and supervising experience of managing a health and safety team where developing and motivating others has achieved organisational goals.

A proven track record of successfully managing claims process within an organisation and working with insurance companies another third parties.
A proven ability the successful risk management of an organisation in line with its responsibility under Health and Safety legislation.
Working with people to provide health and safety advice to all levels of the organisation and in a format which is understandable and supports decision making.
A proven track record of innovation, change management and achievement in strategic activities aimed at continuous improvement of health and safety
Able to communicate effectively to external partners (HSE, PHE, public request or National bodies) according to expectations including health and safety concerns.
Planning & Organising Experience of managing financial, physical and human resources to time, budget and quality outcomes to achieve organisational strategies and objectives.
Able to align health and safety strategy to relevant National Standards including National Operational Guidance and HSE Striking the balance (for Fire and Rescue Services) etc.
Sound knowledge of and commitment to Equality, Diversity & Inclusion.
The ability to converse at ease with members.
Desirable Extra qualities which can be used to choose between candidates who meet all the essential criteria
Master's degree or post graduate diploma in health and safety (areas of study could include environment or wellbeing)

Skills

Essential The qualities without which a post holder could not be appointed
Ability to interpret Health and Safety legislation in the context of the Fire Authority.
Ability to produce written policy and explain complex concepts succinctly.
Excellent oral communication skills, including presentation and training experience for different audiences.

Track record of delivering customer focussed Health and Safety services to detailed timetables and specific deadlines.
Strong interpersonal skills and the ability to influence, persuade and communicate with people at all levels within the organisation and with local, regional and national stakeholders.
Ability to manage resources to meet competing and sometimes complex objectives and demands.
Highly developed political awareness and reputation management skills.
Strong management skills, including leadership and motivation skills
Desirable Extra qualities which can be used to choose between candidates who meet all the essential criteria
Trained/educated to a recognised Project Management method (prince 2 for example)

Other Relevant Requirements

Essential The qualities without which a post holder could not be appointed
Ability to work on own initiative with minimal supervision and direction.
Proven experience of successfully managing a team.

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

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	Having level 2 Welsh skills means that; • 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.
Reading	Understand our Service commitments in compliance with Welsh Language Standards. 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	27/10/2026
Interviews expected to take place	Week commencing 09/11/2026

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, 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.

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

Artificial Intelligence (AI)

We recognise that candidates may use AI tools or other resources during the application process. However, it is essential that all information you submit is factually accurate, truthful, and entirely your own work. Your application should reflect your own experiences, ideas, and voice to ensure it is both authentic and credible.

Please note that applications may be rejected if there is evidence of plagiarism or over reliance on AI generated content. This includes presenting ideas, experiences, or material created by others, or by artificial intelligence, as your own.

If you are invited to interview, please be aware that the use of AI tools is strictly prohibited, including for purposes such as transcription, recording, or note taking. Any suspected use of such tools may lead to your interview being terminated and your withdrawal from the recruitment process.

Further information

If you have any questions regarding this role or would like an informal chat before applying please call or email Tom Brain, Technical Operations Manager on 07899 233 775 or thomas.brain@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.

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.