



Gwasanaeth Tân ac Achub  
Fire and Rescue Service



# **Business Support Administrator**

*On-call Duty System, Temporary (12 month Fixed Term Contract)*

## Recruitment Information Pack



## **Welcome from Helen MacArthur, Assistant Chief Fire Officer**

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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.

Saving lives and reducing risk are at the heart of our mission as a Fire and Rescue Service – our Service Delivery teams work within the counties of North Wales to ensure the response of our frontline crew is available when needed.

Our Business Support Unit provides administrative support to the different departments and functions across the Service as a whole, to ensure a professional, consistent and flexible service is provided at all times to meet the Services' needs. The Business Support Administrators – On-call Duty System works closely with the Service Delivery team and play a vital role in supporting the efficient day to day running of On-call stations.

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

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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

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Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn (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

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At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment.

Many of the fire stations in North Wales operate on an On-Call basis, often referred to as the Retained Duty System (RDS). On-Call Firefighters attend 'drill night' at their fire station for one evening per week to undertake training and development. For the remainder of the time, they will carry a pager and respond to a range of emergency incidents when alerted, during their agreed on-call hours.

The Business Support Administrator – On-call Duty System works within the HR and Business Support Unit and provides full administrative assistance and support to the service delivery team and the on-call station personnel within their area of responsibility. They act as a point of contact for verbal and written enquiries to the department and On-call fire stations; this could be internally from colleagues and crew members and externally from members of the public, organisations and partner agencies.

It is therefore essential that you are an effective communicator with a professional customer service focus to provide help and assistance to those contacting the team and crews. You will be responsible for undertaking general administration such as typing, letter writing, report writing, filing, arranging transportation requirements, providing reminders for appointments and training courses and attending drill nights to provide administrative support at the fire stations which you support.

You will also assist the wider Business Support team in arranging and supporting meetings, preparing agendas, note taking and drafting minutes in order to ensure resilience in the administration provision

across the Service. You will need to possess excellent Microsoft Office skills and be familiar with packages, such as word and excel.

Working with the Recruitment and Availability Manager to support the On-call recruitment process at a local level with stations across the area of responsibility is a key part of the role. Assisting with a response to local enquiries, managing information for the process, engaging with future, current and past applicants where required as well as supporting the running of events at fire stations such as open days/evenings.

Dealing with people and acting as a point of contact for queries, it is essential that you are a fluent Welsh speaker in order to converse with a person in their preferred language when they contact the department.

The Business Support Administrator role is busy and varied and you will need to manage your own time to ensure tasks are completed within deadlines. You will also need to be flexible and adaptable to changes through the day to react to requests as received.





# What we can offer you

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## Pay

Grade NWFRS 04

Base Salary: Starting at £25,545 per annum rising to £26,421 per annum

The role attracts an 8.5% allowance for undertaking out of hours working; the salary is then £27,716 per annum rising to £28,666 per annum inclusive.

## Hours of work

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

There will also be a requirement for the postholder to work flexibly to a non-standard pattern of work to include evenings to attend fire stations during drill night to provide administrative support and logistics deliveries to our on-call staff. As above, this will attract an additional 8.5% allowance.

## Location of Work

As the role provides support to fire stations within the Conwy Service area, travel is required to these and other Service locations as required during day time and evenings and a Service vehicle will be provided for this. The base location for the role is expected to be in Conwy. A full current UK driving licence with the willingness to drive 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.

# What we can offer you (cont.)

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## 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

<b>Post Title</b>	Business Support Administrator – On-call Duty System
<b>Department</b>	Human Resources and Business Support Unit
<b>Reports to</b>	Team Lead Business Support Unit

## Overall Job Purpose

To maintain and update computerised and hard copy records. To provide administrative clerical support in all aspects relevant to the efficiency of the department and to be the first point of contact in answering all general telephone enquiries.

## Generic Duties and Responsibilities

1. Provide full administrative support to the department including utilising electronic packages such as Microsoft Office and other Service software as appropriate to the role. Provide support with queries where appropriate. Duties include maintaining electronic and manual filing systems. Assist with the booking of meeting rooms and arrange refreshments.
2. Dealing with correspondence, take messages and ensure all enquiries and emails are dealt with personally or given to the appropriate individual. Photocopying documents for the department.
3. Collate statistical information, utilising appropriate computer software.

4. Using the accounting system, enter and process orders for the department as requested. Work with the Finance department regarding bills, invoices, monitoring payments and record keeping.
5. Liaise with Team Leaders and relevant departmental managers to confirm workloads and requirements.
6. Maintaining stationery and consumables re-ordering stock as necessary.
7. Answer telephone calls, sort and prepare incoming and outgoing internal and external mail.
8. Provide confidential secretarial support on a regular basis for meetings at various locations and consult with meeting attendees regarding their availability, prepare agenda and associated documentation, such as meeting minutes/notes of actions.
9. Make hotel and conference bookings for nominated staff and external agencies.
10. Assist with the development of administration related work systems within the department to improve organisational efficiency.
11. Promote and comply with North Wales Fire and Rescue Service policies and procedures in the delivery of services and the treatment of others.
12. The specific role and requirements will be agreed with your Team Leader.
13. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.

## Specific Duties and Responsibilities

To provide a comprehensive and confidential administrative support to ensure the efficient day to day running of an assigned group of On-call stations to include administrative support for the On-call selection process.

1. Provide administrative support to the Service delivery team and On-call station staff.
2. Act on requests from On-call stations and complete associated administration tasks, referring to Supervisory Manager or individual staff members, if necessary.
3. Liaise with On-call Supervisory Managers to follow up requests for sick notes, and completed sickness absence management paperwork.
4. Following notification of occupational health appointment to remind staff of the pending appointment and ensure transport is arranged, if required and appropriate.
5. Ensure 'change of circumstances' forms are completed correctly and processed as quickly as possible, and act as a local point of liaison between the employee, Service Delivery team, Operations Department and Human Resources and Business Support Unit in determining the progress of the application.
6. Assist with the fire kit laundering and logistics process and return to relevant station/staff.
7. Liaise with the Training Department to ensure that transport for course attendance is available if necessary and appropriate. Remind Station supervisory managers or, if necessary, individual staff of upcoming courses they are due to attend. Assist with arranging any other Station transportation requirements.
8. Arrange Safe and Well Check visits and Input Safe and Well Check data from the station onto the Records Management System (RMS).
9. Assist with maintenance of the On-call Availability Management System.
10. Assist the Supervisory Management team with the running of On-call events such as open days/evenings.
11. Act as facilitators and undertake Welsh Language assessments, normally within own group of stations.
12. To support the On-call recruitment process at a local level involving their stations and cross areas as determined by the Service Delivery team. Assisting with a response to local enquiries, managing information for the process, engaging with future, current and past applicants where required.
13. Update station personnel details on relevant databases.
14. Complete orders for Stores items, such as uniform and PPE and assist in the distribution of such items from local designated collection points. Including delivery and collection of other relevant equipment/items to and from On-call stations.
15. Run regular reports from systems such as Gartan and provide them in an agreed format to Station Supervisory Officers and the Service Delivery team.

## Role Specific Requirements

Ability to work a non-standard pattern of work to include evenings and occasional weekends for which an additional 8.5% allowance will be paid.

This role involves the collection and delivery of fire kit and equipment between various Service locations and fire stations. Physical ability and dexterity to carry out the manual handling requirements associated with the post is essential.

# Person Specification

<b>Qualifications, Knowledge, Experience</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	NVQ level 3 in Administration or equivalent qualification and/or an equivalent amount of proven and relevant administrative experience.
	Use of information technology to intermediate level that includes inputting and keyboard skills and a sound working knowledge of Microsoft Office.
	<b>Desirable</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
<b>Skills</b>	Previous experience of working within an office environment and undertaking administrative tasks.
	The ability to take minutes.
	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Excellent written and verbal communication skills.
	A good level of literacy and numeracy, equivalent to GCSE grade C or above.
	The ability to type 35 wpm (to be tested at interview).
	The ability to pay attention to detail and demonstrate accuracy whilst working to deadlines.
	Good organisational skills and the ability to prioritise workloads effectively.
	The ability to work unsupervised when required.
	The ability to work well in a team environment and maintain confidentiality.
Current valid full driving licence (some roles may require additional driving skills) and the ability to travel across the Service area.	
Potential to work a non-standard pattern of work on an ad-hoc basis.	
Welsh Level 4 – Speaking and Listening – Requires that you can; Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.	

\*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

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### Level 4

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 on the following page.



## Welsh Language Skills (cont.)

Skill Area	Welsh Language Standards Requirements
<b>Speaking / Listening</b>	<ul style="list-style-type: none"> <li>• Able to keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information.</li> <li>• Able to contribute effectively to meetings and seminars within own area of work.</li> <li>• Able to argue for/against a case.</li> </ul>
<b>Reading</b>	<ul style="list-style-type: none"> <li>• Able to read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved.</li> </ul>
<b>Writing</b>	<ul style="list-style-type: none"> <li>• Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application.</li> <li>• Able to take reasonably accurate notes in meetings or straightforward dictation.</li> <li>• Able to write a report / document relating to own job area.</li> </ul>

A Welsh assessment will be undertaken after shortlisting has been completed and prior to interview to ensure the level of Welsh required is held.

# How to Apply

## Closing Date

12pm on 17/09/2024

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](mailto: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.

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](mailto:recruitment@northwalesfire.gov.wales)

## Further information

If you have any questions regarding this role or would like an informal chat before applying please call Elisabeth Nairn, Business Support Unit Manager on 01745 535 292.

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.



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