



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Organisational Development Manager

Training & Development Department

Candidate Information Pack

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Welcome from Justin Evans, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to picture Firefighters responding to emergency calls, but our reach and impact go far beyond the frontline. At North Wales Fire and Rescue Service, we rely on the expertise of dedicated professionals in a wide range of roles to make North Wales a safer place to live, work and visit.

Are you looking for a leadership opportunity that helps shape the future of our workforce, culture, and values? This role as Organisational Development Manager sits at the heart of our efforts to build an inclusive, resilient, and high-performing Service. You'll work across departments and alongside senior leaders to drive change, promote wellbeing, and develop talent across the organisation.

Saving lives and reducing risk is our priority, but the wellbeing and development of our staff are central to that success. We are committed to creating an environment where people feel valued, supported, and empowered to reach their full potential.

Our core values define who we are and how we work. We're looking for someone who shares these values and is ready to make a lasting impact.

This candidate information pack provides a foundation for understanding the role and our Service, but we're always happy to provide further insight through informal discussion to help inform your decision.



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.

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

Are you passionate about driving innovation in public service through learning and organisational development? North Wales Fire and Rescue Service is looking for a dynamic Organisational Development Manager to lead strategic initiatives that build a high-performing, inclusive, and values-driven culture.

As we face new challenges and adapt to the changing needs of the communities we serve, we are committed to investing in our people, strengthening our culture, and building a workforce that is inclusive, resilient, and ready for the future.

As our Organisational Development Manager, you will play a pivotal role in transforming our workforce and leadership capabilities. Reporting to the Head of Training and Development, this is a critical leadership role where you will shape and deliver strategies that drive cultural development, improve performance, and support the wellbeing and growth of our people. Working closely with senior leaders and stakeholders across the Service, you will lead key initiatives around employee engagement, leadership development, succession pathways, and workforce transformation.

You will also support the implementation of our equality, diversity, and inclusion (EDI) strategy, helping to create a workplace where everyone feels empowered, supported, and able to thrive.

Key Responsibilities

- Lead the development and implementation of the Service's Organisational Development (OD) strategy.
- Champion equality, diversity, and inclusion (EDI) through impactful initiatives.
- Drive engagement and culture programmes that support staff wellbeing and development.
- Lead talent management and leadership development initiatives.
- Act as a change leader to support organisational transformation.
- Collaborate with senior leaders and frontline teams to embed OD best practice.
- Manage and develop a high-performing OD team, fostering innovation and excellence.



What we can offer you

Pay

Grade 11

Salary: Starting at £49,764 rising to £52,805

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	Organisational Development Manager
Department	Training & Development
Reports to	Head of Training & Development
Location	Rhyl

Overall Job Purpose

The Organisational Development Manager will support the strategic development and implementation of initiatives that foster a high-performing, inclusive, and values-driven culture across the Fire and Rescue Service. This role is pivotal in shaping the workforce of the future, enhancing leadership capability, and embedding continuous improvement and innovation across all levels of the organisation. This role is central to building a modern, inclusive, and high-performing Fire and Rescue Service that reflects the communities it serves.

Principal Duties and Responsibilities

1. Lead the development and implementation of the Learning and Organisational Development strategies, aligned with the Service's strategic objectives, local, regional, and national policy and frameworks.
2. Support strategic workforce planning, recruitment, and retention strategies to ensure a resilient and diverse workforce.
3. Drive cultural change, leadership development, and continuous improvement initiatives to enhance organisational effectiveness.
4. Foster positive employee relations, working collaboratively with trade unions and staff networks to promote a supportive and inclusive workplace.

5. Ensure the delivery of high-quality training and development programmes that meet operational and leadership needs.
6. Develop and implement the Equality, Diversity, and Inclusivity (EDI) strategy for the Service.
7. Champion EDI across the Service, embedding inclusive practices and ensuring compliance with relevant legislation and standards.
8. Promote employee wellbeing and performance through proactive policies, support services, and engagement initiatives.
9. Ensure OD policies are up to date, legally compliant, and aligned with best practice and public sector standards.
10. Support cultural transformation programmes, ensuring alignment with the Service's core values, expected behaviours, and commitment to Equality, Diversity, and Inclusion.
11. Design and implement leadership and management development frameworks to build capability and resilience across the Service.
12. Establish robust talent management and succession planning processes to ensure a sustainable and skilled workforce.
13. Drive initiatives to enhance organisational effectiveness, using data and feedback to inform continuous improvement.
14. Measure, evaluate and report on organisational development effectiveness, holding accountability for key performance indicators (KPIs), impact metrics, and identify learning across programmes and initiatives.
15. Establish and maintain influential external networks and partnerships, benchmarking with Fire & Rescue Services, the National Fire Chiefs Council (NFCC), and other sectors to bring innovation and best practices into the organisation.
16. Build internal relationships with key stakeholders including, but not limited to, The Executive Leadership team, the Senior Leadership Team, Human Resources, Finance, emergency response and operational training.

17. Responsibly for the forecasting and monitoring of a devolved department budget and for approval of purchases.

Supervisory Responsibility

Line management of a team of middle managers (4) responsible for organisational development, health and wellbeing and EDI.

Financial Responsibility

Up to £80,000 – Contributes to the planning, approval, and monitoring of department expenditures. Authorised to initiate and approve orders related to department needs within the delegated budget.

Contacts Outside Own Section

Internal: Departments within the Service, and senior management and the Executive Leadership Team.

External: Contractors, suppliers, partner organisations, All Wales Committees and Groups, other fire, and rescue services, NFCC.

Language Requirements

Welsh Language level 2

Employment Checks / Specific Requirements

Standard DBS.

Other

Safeguarding is the responsibility of all staff, and everyone is expected to be vigilant and proactive in ensuring the safety and well-being of others.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Proven experience in a senior OD or HR leadership role within a large private or public sector environment.

Strong track record of leading cultural change and organisational transformation.

Expertise in leadership development, talent management, and employee engagement.

Learning and Development Qualification (Degree or CIPD level 7)

Level 5 Management Qualification or higher.

Experience of managing a devolved budget.

Experience with change management and continuous process improvement strategies.

Awareness of protocols required for dealing with protected characteristics covered by Equality Legislation.

Ability to work strategically, contributing to successful delivery of organisational and departmental objectives.

Desirable

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

Coaching, Assessor and Quality Assurance Qualification (Level 3 or above)

Knowledge of UK employment law, Equality legislation, public sector governance and statutory requirements.

Demonstrated knowledge of public sector frameworks and procurement processes.

Experience in the procurement and use of learning management systems.

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

Excellent interpersonal and influencing skills, with the ability to build trust and credibility at all levels.

Strategic thinker with strong analytical and problem-solving skills.

Self-motivated and committed to self-development and development of team members.

Strong leadership and team management skills with evidence of achieving results.

Development and implementation of development programmes, training plans and business plans to deliver organisational effectiveness using a variety of methods including blended solutions.

Excellent organisational skills with the capacity to work under pressure and meet deadlines.

Effective verbal and written communication skills.

Full Driving licence

Ability to communicate in Welsh – Level 2 (Successful candidates who do not speak Welsh have two years to attain level 2).

Desirable

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

Flexibility to work outside regular office hours on occasions as required by project deadlines.

Ability to work collaboratively in a cross-functional, multi-disciplinary environment.

*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

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; <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](#).

- 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 on Tuesday 05/08/2025

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. 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: hrdesk@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 or email Lee Bourne, Head of Training & Development on 01745 352 798 or lee.bourne@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 conditional upon a valid Right to Work check, satisfactory references and undertaking a Disclosure and Barring Service (DBS) check. Please be aware this check will pick up any spent and unspent convictions or cautions. Before we confirm your appointment, you will also undertake a Drug and Alcohol Test.