



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# **Business Support Assistant – Central Area**

## Human Resources and Business Support Unit

### **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.

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 Administrator – Central Area works closely with the Operations Department and Headquarters and plays a vital role in supporting the efficient day to day running of Service Operations.

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

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 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

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

We are seeking a motivated and adaptable individual to join our team. This role plays a vital part in supporting service delivery across sites, ensuring continuity where staffing or organisational needs arise.

Duties include to provide a comprehensive and confidential administrative support to the Central Area (primarily providing flexible support across sites to the Operations Department in Rhyl and Headquarters (St Asaph Business Park)) to ensure the efficient day to day running of the departments. Duties will include preparing and maintaining electronic records e.g. rotas, annual leave etc. Entering and processing orders. Covering HQ reception duties on a weekly basis and supporting managers with departmental administrative work. Work requirements may vary across the Service area therefore the successful candidate must be willing to work flexibly across other locations.

You will have NVQ level 3 in or above in a related qualification such as Business Administration, or relevant office and administration experience and have use of information technology to intermediate level that includes inputting and keyboard skills and a sound working knowledge of Microsoft Office.

Excellent written and verbal communication skills and the ability to type 35 wpm are essential for the post. The postholder will have the ability to pay attention to detail and demonstrate accuracy whilst working to deadlines.

Ideally you will be confident in working in varied environments and possess good organisational skills and the ability to prioritise workloads effectively.

Level 4 Welsh is essential for this role.

Please note that this post is subject to a standard DBS Check and satisfactory references.



# What we can offer you

## Pay

Grade NWFRS 04

Base Salary: Starting at £27,694 per annum rising to £28,598 per annum

## 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.

## Location of work

As the role primarily provides support to the Operations Department based in Rhyl and Headquarters in St Asaph, plus with flexibility to work across other locations as required, 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.

## 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
<b>Department</b>	Human Resources and Business Support Unit
<b>Reports to</b>	Team Lead Business Support Unit

## Overall Job Purpose - Generic Business Support Unit

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**

### **Business Support Administrator – Operations**

To provide a comprehensive and, when necessary, a confidential administrative support to the Operations Department to ensure the efficient day to day running of the Department.

1. Update the departmental budget excel spreadsheet held within the Operations department.
2. Preparing and maintaining annual electronic rotas by inputting course dates, annual leave and other absence from work. Record time in lieu records for Operations. Complete departmental attendance records on a pre-determined basis and return to Finance.
3. Maintaining the FDS rota in conjunction with the Head of Response. Liaising with operational and tactical managers to ensure minimum cover is maintained on the operational and tactical rota. Provide Control with updates regarding short-term rota changes.



4. Collate departmental reports, create spreadsheets and input data, distributing to the relevant personnel for health, safety and welfare updates.
5. Distribute Operations guidance i.e. Operational Aide Memoire, Operational Tactical Plans, Appliance and Equipment Notes and Test Date Cards. These documents will be required to convert into relevant software and upload onto NWFRS Information Site.
6. Monitor the Sunrise Ops 4 system and order replacement goods via Technology One system.
7. Produce Certificate of Service for staff leaving the Service, for signature by the Chief Fire Officer.
8. Collate any outstanding days' annual leave that FDS Rota and Operations Rota staff have recorded on their annual leave records for the Head of Finance as required.

## **Specific Duties and Responsibilities**

### **Business Support Administrator – Headquarters**

To provide a comprehensive and confidential administrative support to ensure the efficient day to day running of Headquarters in St Asaph, provide administrative support to the Corporate Policy Development Manager and support other departments during peak periods.

1. Provide administrative support to the Service Headquarters including covering reception in the absence of the HQ Receptionist and on an ad hoc basis when required.
2. Day to day duties associated with operating and maintaining franking machines across the Service.
3. Undertake HQ building co-ordinator duties including:
4. Liaise with North Wales Police Facilities Department on all matters relating to the maintenance of the HQ building, including monitoring the progress of all maintenance requests.
5. Support the Operational Response Manager to ensure that all relevant protocols are observed in relation to the flying of the Welsh and Union flags outside NWFRS Headquarters in accordance with Service policies.

6. Support the responsible person for Fire Safety in HQ to ensure testing and recording of fire alarms, emergency lighting and other fire precaution measures in Headquarters in line with Health & Safety requirements including undertake Fire evacuation exercises at random no less than twice a year and record. Liaise with the Health & safety team on these matters.
7. Support the responsible person for Fire Safety in HQ with the Fire Evacuation process within the Headquarters building, ensuring correct procedures are followed and refresher training undertaken as appropriate.
8. Liaise with the Health & Safety team to ensure all relevant Health & Safety requirements are kept up to date for the Headquarters building including any Risk Assessments, First Aid notices etc.
9. Liaise with the Risk, Safety and Claims Manager to monitor, execute and update on H&S related matters and ensure Headquarters policies conforms to any amendments within Service wide H&S related updates.
10. Co-ordinate and issue key fobs and keys to HQ staff. And provide building lock-up/opening training to all new staff.
11. Co-ordinate and order Business cards
12. Provide administrative support to the Corporate Policy Development Manager including but not limited to:
13. Provide comprehensive administrative support to the Corporate Policy Development Manager by managing documentation and version control, proof reading, maintaining policy records and registers, facilitating consultations, updating the intranet and liaising with stakeholders to support policy development and review.
14. Assist the Business Support Unit Manager with the co-ordination of Appreciations.
15. This role will also provide flexible resilience cover across the Service area depending on operational needs.
16. Carries out any other tasks as directed by their line manager commensurate with qualifications, skills and experience.



## **Supervisory Responsibility**

None other than an occasional requirement to supervise students on work experience placements.

## **Contacts Outside Own Section**

Service employees and members of the public.

## **Language Requirements**

Welsh language level 4 skills are essential for this role.

The ability to communicate (speaking and listening) in Welsh - Level 4 - requires that you can:

Keep up an extended casual work related conversation 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 within own area of work as and when required to do so.

## **Employment Checks / Specific Requirements**

Standard DBS.

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.

## **Working Conditions**

Agile Working as agreed with Team Leader.

Indoors within an office, potential to work within a workshop environment and outdoors depending on the role.

# Person Specification

## Qualifications Knowledge & Experience

### Essential

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.

### Desirable

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

Previous experience of working within an office environment and undertaking administrative tasks

The ability to take minutes.

## Skills & Abilities

### Essential

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 GSCE 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.
Level 4 Welsh

\*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

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
<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>
<b>Other</b>	<p>Understand our Service commitments in compliance with <a href="#">Welsh Language Standards</a>.</p> <ul style="list-style-type: none"><li>• Work with the Welsh Language Officer to ensure compliance with Standards.</li></ul>

A short Welsh assessment will be undertaken during the recruitment process to ensure that you meet the Welsh requirement.

# Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 noon on Friday 05/09/2025

## 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](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.

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



## **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 Lis Nairn, Business Support Unit Manager on 01745 535 292.

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.