



**Gwasanaeth Tân ac Achub  
Fire and Rescue Service**



**Corporate Planning and Performance Department  
Project Support Officer  
Candidate Information Pack**

**ATAL AMDDIFFYFN YMATEB  
PREVENTING PROTECTING RESPONDING**

[www.tangogleddcymru.llyw.cymru](http://www.tangogleddcymru.llyw.cymru)  
[www.northwalesfire.gov.wales](http://www.northwalesfire.gov.wales)



## Welcome from Ant Jones, Assistant Chief Fire Officer

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Are you interested in a career offering huge variety, working closely with colleagues in a wide range of departments across North Wales?

Then have a look at what North Wales Fire and Rescue Service has to offer.

Business change is a fact of life for all organisations and North Wales Fire and Rescue Service is no exception. Whether it is technological advances or responding to the challenges of climate change the need for change is constant and, in many instances, requires the oversight of project management methodology to ensure projects are delivered.

Project Support Officers play a vital role in assisting project managers and teams to ensure that projects are delivered efficiently, on time, and within budget.



## 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 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

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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.

As a Project Support Officer, you will provide essential support for programme and project management across a range of operational, corporate and specialist departments.

The role involves supporting Project Managers to deliver their respective projects, assisting with project management software tools, guiding project teams, and promoting project management best practices across the Service.

Candidates should have experience in project environments as well as working knowledge and experience of applying the principles of PRINCE II methodology.

Strong communication skills are crucial in this role and you will have the ability to engage positively with both internal staff and external stakeholders to build effective relationships to support the delivery of a range of projects relating to estates, fleet and service delivery all of which will strengthen Service delivery.

The ability to manage and prioritise tasks is essential to ensure projects are delivered on time and within scope and budgets.



# What we can offer you

## Pay

Grade 05

Salary: Starting at £28,163 rising to £30,060

## 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

<b>Post Title</b>	Project Support Officer
<b>Department</b>	Corporate Planning, Performance & Transformation
<b>Reports to</b>	Corporate Planning & Performance Manager

## Principal Duties and Responsibilities

1. Support the NWFRS PMO, by providing day to day support to Project, Programme and Portfolio Managers and ensure the ongoing monitoring and coordination of the delivery of programme/project activities
2. Create and maintain plans to support the ongoing alignment of programmes and projects with strategic objectives and targets
3. Maintain and update Microsoft (MS) Teams as a collaboration platform to support the work of PMO and project teams.
4. Support the facilitation of 'Project Management Board' meetings. Following the meeting produce and circulate minutes to a high standard.
5. Assist project teams with advice and guidance on use of NWFRS Project Management framework within appropriate levels of authority.
6. Review, maintain and update NWFRS Project Framework tools, techniques and templates in line with good practice.
7. Develop positive working relationships with stakeholders, including senior managers, Project Teams and employees.
8. Act as an advisor to internal project managers/teams on each phase of the framework project life-cycle, critical success factors, risk analysis, resource plans and stakeholder engagement.
9. Attend and support programme or project boards, groups, project assurance and quality review meetings as required.
10. Ensure monitoring of project/programme plans and report task delays and take necessary action to alert key stakeholders.
11. Monitor Programme/Project Risk Action Issue Decision (RAID) logs and take necessary action to alert key stakeholders make updates/amendments as necessary with appropriate level of approval.
12. 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

<b>Qualifications, Knowledge, Experience</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Has a recognised qualification in Project/Programme Management. (e.g. PRinCE2, MSP, MOP)
	Demonstrable knowledge/experience of Project Management and an understanding of project terminology
	Experience of influencing and managing internal and external stakeholders in a large organisation.
	<b>Desirable</b>
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
Experience of working within a PMO (Portfolio or Programme Management Office)	
<b>Skills</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Knowledge and experience of using MS Office software including MS SharePoint and MS Project or equivalent project management applications.
	Ability to advise others at all levels on the application of project management methodology.
	Excellent literacy and numeracy skills, attention to detail and ability to produce high quality documentation for reporting at senior/strategic level.
	Excellent planning, organisation, analytical and problem-solving skills & ability to prioritise workload.
	Strong oral and written communication, presentation and interpersonal skills with an ability to enthuse, inspire and motivate stakeholders.
	To be able to monitor a range of projects/programmes simultaneously and take appropriate action to resolve areas of concern.
	Act on own initiative, often working independently, being proactive and willing to work under limited supervision to achieve broad and multiple objectives
	<b>Desirable</b>
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
To possess and maintain a current full UK driving licence	

\*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"><li>You can give and receive personal details and basic information,</li><li>Make simple job-related requests and say a few phrases about yourself.</li><li>You can also demonstrate level 1 skills that include correct pronunciation.</li></ul>
Other	Understand our Service commitments in compliance with <a href="#">Welsh Language Standards</a> . 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.



# 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 [hrdesk@northwalesfire.gov.wales](mailto:hrdesk@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](mailto: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 Mike Plant, Head of Planning, Performance and Transformation on 07920 084 603 or [mike.plant@northwalesfire.gov.wales](mailto:mike.plant@northwalesfire.gov.wales).

Recruitment Activity	Date
Closing date	12:00 on 13/05/2025

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.

Prior to any formal offers being made successful applicants will be required to undertake a Drug and Alcohol Test.



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