



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Business Support Administrator

Fire Safety Team

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.

We understand the value of preventing incidents from happening in the first place and our Fire Safety teams do a huge amount of work to protect the people and properties of North Wales by reducing the incidence and effects of fire.

Our community safety teams conduct safe and well checks in homes throughout the community, ensuring vulnerable members of our communities are given advice and support to keep safe, whilst our Business fire safety teams undertake fire safety audits at businesses and non-domestic properties across the area. But, both teams are working for the same purpose of keeping people safe.

Our Fire Safety teams are passionate about safety and are proactive in providing information, publicity and encouragement to prevent fires and associated deaths and injuries in homes and at workplaces.

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



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.

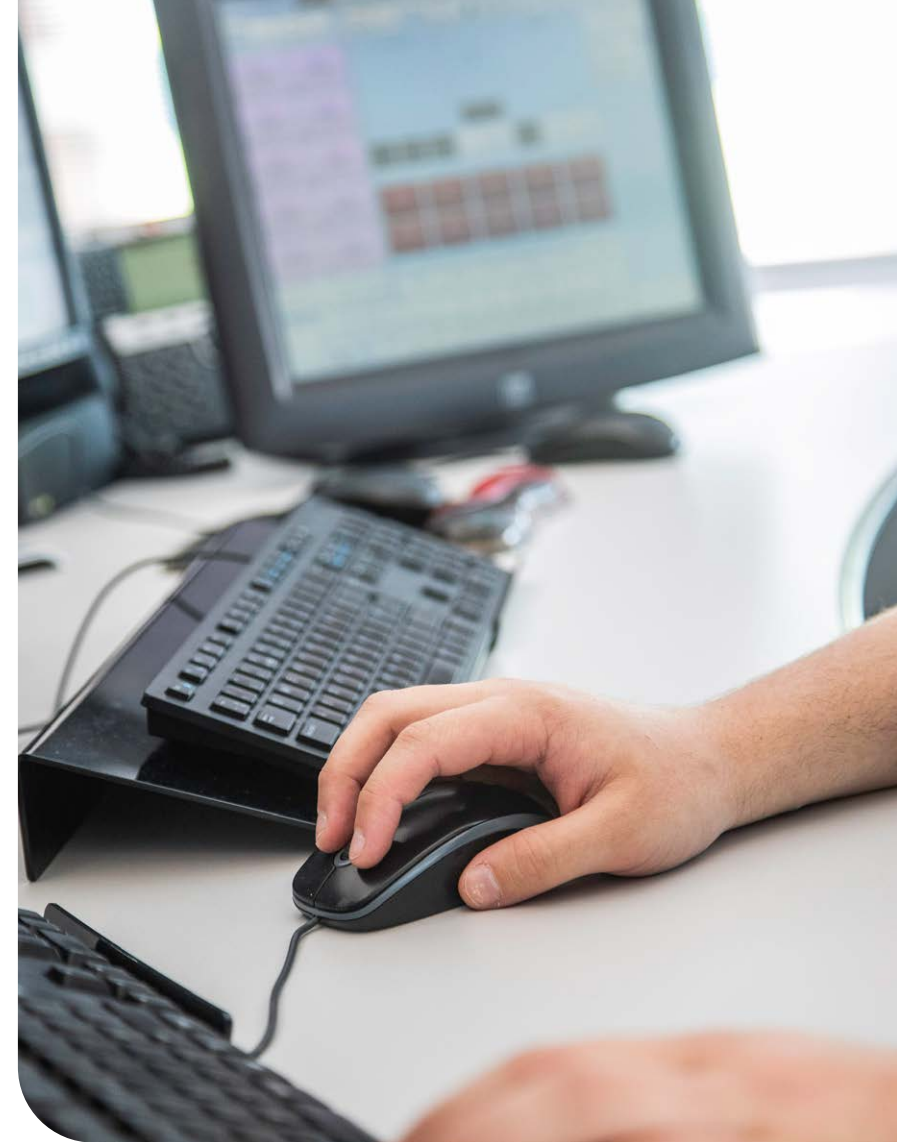
Working within the Fire Safety team, you will provide full administrative assistance and support to the Community and Business Fire Safety teams in the Denbighshire and Conwy areas. You will be the first point of contact for verbal and written enquiries to the department, and this could be from members of the public, partner agencies and external organisations or internally from colleagues and crew members. 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.

Receiving referrals for safe and well checks is a key part of the role, and these are received via phone, email and face to face. You will need good attention to detail to accurately record their sensitive and confidential information to the records management system in order for the appropriate team members to action the referrals.

Arranging and supporting meetings, you will prepare agendas, take notes and draft meeting notes. You will also provide general administrative support to all the team members, including typing letters and reports, producing statistics from the record management systems and filing. You will need to possess excellent Microsoft Office skills and be familiar with packages, such as word and excel.

Dealing with people and acting as a first 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

Pay

Grade NWFRS 04 - Starting at £11,443 per annum rising to £11,816 per annum, (£28,608 to £29,542 per annum, pro rata, full time equivalent)

Hours of work

This position is based on working 14.8 hours per week, over 2 days, however 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 and will discuss this with you during interview.

Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year pro-rata, 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 Corporate Blue Light Card.

Job Description

Post Title	Business Support Administrator – Fire Safety Office
Department	Fire Safety Office – Conwy County Area Office
Reports to	Team Lead Business Support Unit
Location	Colwyn Bay

Overall Job Purpose

To provide business support to the Area Safety Offices including maintaining and updating records. To provide business support in all aspects relevant to the efficiency of the area office and to be the first point of contact in answering enquiries digitally and by phone.

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

This Job Description should be read in conjunction with the Business Support Administrator generic job description.

1. Input statistical data on computer-based fire safety records management system (RMS), and run the necessary reports in order to produce statistics. Update and extract data from CADView.
2. Assign work to other staff where required e.g. CFS, BFS, Watches.
3. Liaise with agencies when required e.g NHS, Licensing Dept.
4. Arrange and produce security passes for new starters at the station and temporary passes for contractors as and when required.
5. Book meeting rooms and arrange wi-fi passes for attendees if required.

6. Liaise with Arson Reduction Team regarding confidential information relating to individuals.
7. Update leaflets and other documentation as required, ensuring that these are shared with the Watches and Community Fire Safety staff.
8. Accept delivery of Community Fire Safety interventions and storing of same, completing inventories of interventions store.
9. Act as first point of contact for members of the public calling at the Station or office.
10. Booking Safe and Well Check appointments for Home Safety Support Worker's. Sending letters to Safe and Well Check referrals that cannot be reached by phone or do not respond.

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.

IOSH/NEBOSH certified depending on role.

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

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.

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

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. It is expected that you will achieve this within an agreed timescale, and we will support you to achieve this.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	• 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. • Able to contribute effectively to meetings and seminars within own area of work. • Able to argue for/against a case
Reading	• 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



Recruitment Timeline

Recruitment Activity	Date
Closing Date	12:00 on 16/10/2026
Interview Date	week commencing 26/10/2026

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.

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 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 Stevie Butterworth, Business Support Unit Team Leader on 07407 890 518.

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.

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.