



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# Business Support Administrator Training

**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.

Our Business Support teams play a vital role in enabling our operational and training functions to perform at their best. This post is central to the effective delivery of training across the Service, providing high-quality administrative support, coordination, and assurance that helps our people develop the skills and knowledge they need to keep our communities safe. We are proud of the professionalism, commitment, and teamwork that underpin everything we do, and we value the contribution that business support colleagues make every day.

Within this candidate pack you will find information to help you understand the role, our expectations, and what it is like to work here. If you share our values and are excited by the opportunity to support learning and development in a dynamic public service environment, we would be very pleased to receive your application.

I wish you every success in your application and thank you again for your interest in working with us.



# 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

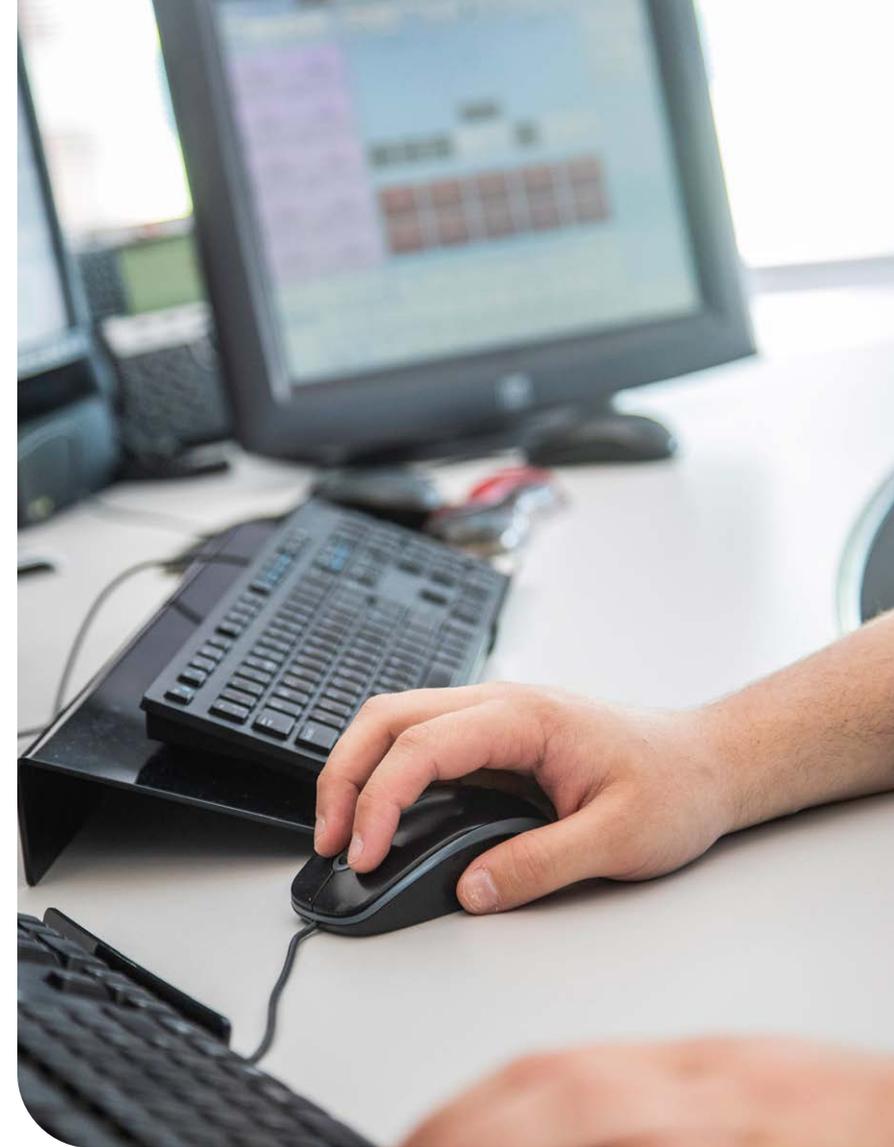
At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment.

Working within the Training team, you will provide full administrative assistance and support to the Training teams across the Service. You will be the first point of contact for verbal and written enquiries to the department, from both external organisations and 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.

Preparing and maintaining annual electronic rotas and inputting course details are just some of the tasks that will require you to have good attention to detail to accurately record information to the records management system.

Producing and maintaining training and development resources, maintaining stocks in preparation for course use in addition to providing 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.

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

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

## Hours of work

This position is based on working 37 hours per week, over 5 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

<b>Post Title</b>	Business Support Administrator – Fire Safety Office
<b>Department</b>	Training
<b>Reports to</b>	Team Lead Business Support Unit
<b>Location</b>	Rhyl Community Fire Station

## Overall Job Purpose

To provide a comprehensive, confidential administrative support service to the Training and Development Department.

## 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. Maintain the iTrent information system:
  - Enter all training events, both internal and external
  - Nominate personnel and send out joining instructions as appropriate
  - Monitor training document returns and amend as necessary (FIN9)
  - Create and produce reports to enable identification of specific training/development requirements.

2. Collate statistical information, utilising appropriate computer software, for use by:
  - Department managers - when required and requested
  - Other departments
  - Business Support Administrators - to assist in the completion of statistical reports for senior management and complete annual returns for external agencies.
3. Prepare and maintain annual electronic rotas, input courses, nomination of Training and Development Department Trainers/Support Instructors as required, maintain annual leave and time in lieu records for appropriate training personnel
4. Preparing and assisting with administration of selection processes.
5. Maintaining booking systems for:
  - Training venues
  - Training equipment e.g. smoke generators, laptops, projectors, first aid equipment, VECTOR, videos/DVDs etc.
  - Transport – coordinate the usage of mini buses, Service vans and light fleet, RTC vehicles, driving instructor vehicles.
  - Training events calendar in public folders and systems
  - Preparation and delivery of monthly catering calendar.
6. Produce and maintain training and development resources to assist the Training and Development Department staff. Maintain stocks in preparation for course use, updating as and when required. Ensure all resources required for specific courses are available:
  - Production of training booklets/PowerPoint presentations/DVDs/CDs.
  - Evaluation Questionnaires
  - Certificates
  - Registers of Students
  - Bilingual medical fitness questionnaires
  - Source, cost and report on new and replacement training supplies/equipment/venues within restricted budgets/areas.

7. Administrative support for the training managers in relation to the introduction and maintenance of:
  - Role maps
  - Appraisals
  - NVQs
  - Workplace assessments
  - Quality assurance systems/processes
  - Development programmes
  - Assessment Development Centre
  - Professional Qualification Database
  - Development Plan database.
8. Completing the training personnel attendance records on a pre-determined basis and return to the Human Resources Department.
9. Liaise with external training providers
10. Ensure adequate training resources are allocated to provide effective training for external agencies/organisations and issue certificates upon completion.
11. Produce and maintain the Training and Development Department inventory.
12. Help promote fire safety messages to centre users.

# 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

### 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.

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.

\*Evidence of qualifications will be requested and verified prior to confirmation of appointment

# Welsh Language Skills

## Level Two

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.

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
<b>Speaking / Listening</b>	<ul style="list-style-type: none"><li>• You can give and receive personal details and basic information,</li><li>• You can make simple job-related requests and say a few phrases about yourself.</li><li>• You can also demonstrate level 2 skills that include correct pronunciation.</li></ul>
<b>Reading</b>	<ul style="list-style-type: none"><li>• Understand our Service commitments in compliance with Welsh Language Standards. Work with the Welsh Language Officer to ensure compliance with Standards.</li></ul>



# Recruitment Timeline

Recruitment Activity	Date
Closing Date	12:00 on 27/02/2026

## 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](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. 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) 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 Lis Nairn, Business Support Unit Manager on 01745 535 292.