



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Discipline and Grievance Officer

Human Resources and Business Support Unit

Candidate Information Pack

Contents

Welcome from Helen MacArthur, Assistant Chief Fire Officer	3
Who we are	4
North Wales; A Place To Live, Work And Visit	6
The Role	7
What we can offer you	8
Job Description	9
Person Specification	12
Welsh Language Skills	14
Recruitment Timeline	15
How to Apply	15



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.

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 organisation is made up of people, and our Human Resources department play a key role in supporting the Service to achieve their objectives in relation to our people and organisational development. The team are responsible for managing the employee life cycle, from recruiting and onboarding new employees to providing professional expertise, support and advice to managers and employees alike about our people related processes and strategies.

The role of Human Resources in a frontline emergency service is challenging, varied and exciting and involves many diverse tasks and responsibilities, to ensure that the Service can continue to protect the communities we serve.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 900 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](#).



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

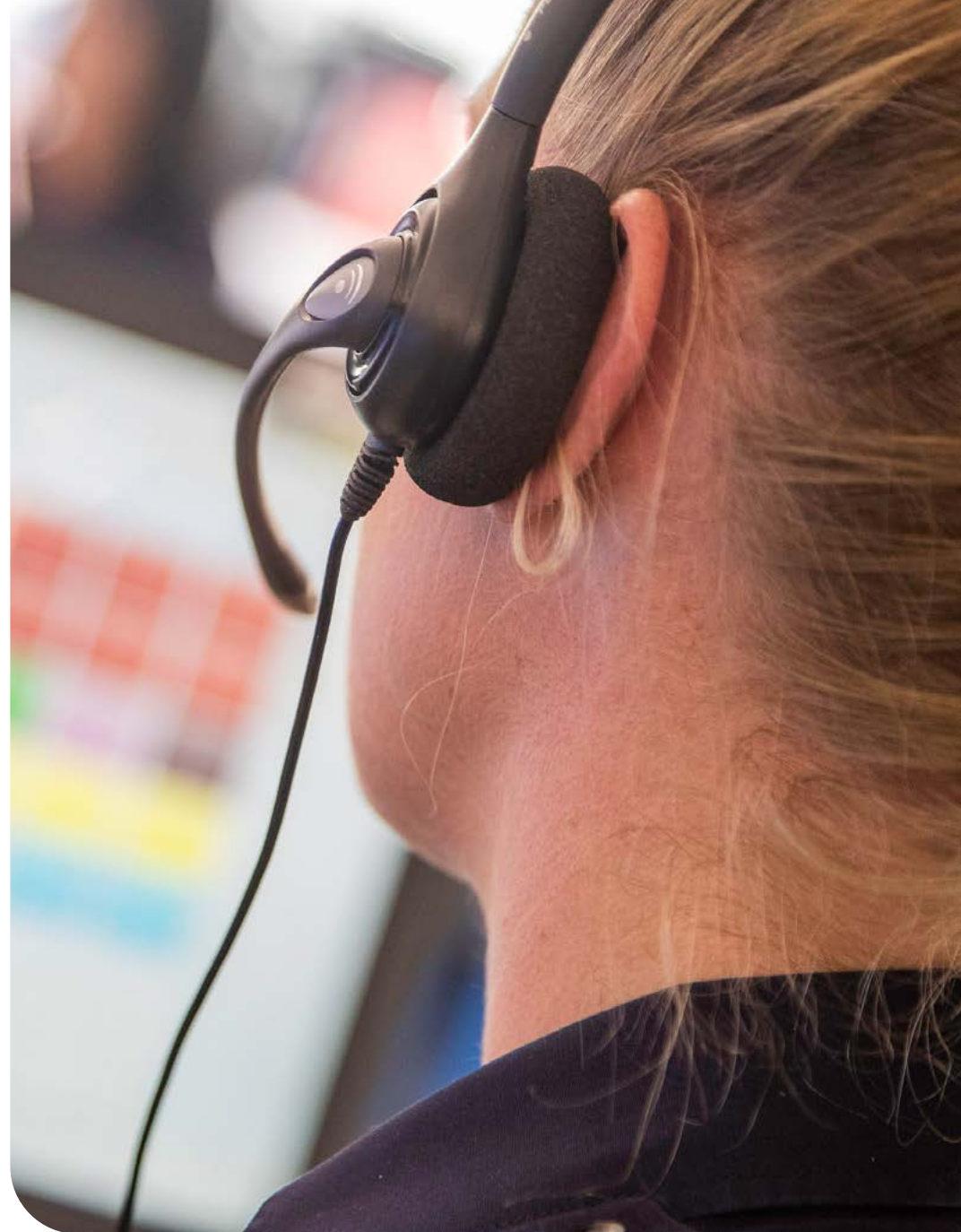
At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment.

We are looking to appoint a Discipline and Grievance Officer to join the Human Resources department based in Headquarters, St Asaph for an initial 12 month Fixed Term Contract, 22.2 hours (3 days) per week.

Through conducting thorough, efficient and fair investigations, you will be responsible for providing detailed, impartial reports to support managerial decision making in relation to matters of discipline and grievance. This includes gathering information and data, conducting interviews and maintaining accurate confidential records. You will be responsible for preparing documentation for and presenting at internal and external hearings as required. Associated administrative duties will include typing letters, preparing statements and reports and producing statistical information for external and internal stakeholders.

You will be an effective communicator with good presentation skills, experienced in interviewing with the ability to analyse detailed information, summarise detail and present through formal reports. You will have up to date knowledge of relevant legislation and good practice and excellent organisational skills to manage your own workload and meet deadlines. You will need to be flexible and adaptable to change to deal with requests as they arise and have the ability to work independently using your own initiative.

The Service treats the English and Welsh languages equally.



What we can offer you

Pay

Grade 09

Salary: Starting at £42,893 to £46,142 per annum (pro rata)

Hours of work

This is a 12 month Fixed Term Contract (with scope for permanency) for 22.2 hours (3 days) per week.

We have recently introduced an agile working policy to facilitate home working where feasible. There may also be a requirement to attend other Service premises to undertake discipline or grievance related matters.

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 access to discounts from hundreds of retailers, leisure and service providers (via the Blue Light Discount Card)



Job Description

Post Title	Discipline and Grievance Officer
Department	Human Resources and Business Support Unit
Reports to	Head of Human Resources and Business Support Unit
Location	North Wales Fire & Rescue Service Headquarters, St Asaph/ Agile Working

Principal Duties and Responsibilities

1. To conduct any fact finding or investigation as requested, to include disciplinary and grievances investigations, or investigation into complaints against any member of the Service.
2. To gather information from internal/external sources to support investigations. Plan, prepare and conduct investigatory interviews and prepare statements or reports as appropriate in line with good practice.
3. To ensure that all information gathered in support of investigations is obtained, handled, and used fairly, lawfully, and transparently, in accordance with relevant legislation, including the Regulation of Investigatory Powers Act 2000, the Investigatory Powers Act 2016, and the Data Protection Act 2018 (incorporating UK GDPR).
4. To organise hearings and act as Presenting Officer. To assist in the preparation of documentation for meetings/hearings with all involved parties.
5. To undertake resolution meetings as part of grievance proceedings, as appropriate, including mediation and facilitated discussions to support early and effective resolution.
6. To maintain accurate and secure records in accordance with Service policies and procedures, including the use of investigation tracking systems and HR Management Information Systems, ensuring appropriate retention, archiving, and secure disposal in line with established retention schedules.
7. To assist the Head of Human Resources and Business Support Unit in the preparation of Employment Tribunals.

8. To monitor complaints and activity relating to disciplinary and grievance matters, maintaining accurate statistical data and performance information. To analyse trends and produce clear, evidence-based reports for management, and to support the preparation of reports for the Fire Authority and other relevant committees as required.
9. Maintain up-to-date knowledge of employment legislation and emerging best practice, ensuring that accurate and timely advice and guidance is provided to management, and contributing to the review and development of Service policies. To uphold strict confidentiality in all Service-related matters.
10. To deliver relevant training to line managers to equip them with the skills, knowledge and understanding to support discipline and grievance related activities.
11. To assist in overseeing the application of suspension procedures, ensuring compliance with Service policies and best practice, including the implementation and ongoing review of risk assessments to support informed decision-making.
12. To undertake any other duties commensurate with the post from time to time.

Supervisory Responsibility

Assistant Discipline and Grievance Officer

Financial Responsibility

None

Contacts Outside Own Section

- North Wales Fire and Rescue Service colleagues
- Other UK Fire and Rescue Services
- ACAS and other relevant bodies
- Members of the public

- Representative Bodies
- North Wales Police and other police forces
- Local Authorities

Language Requirements

Level 2 – Requires that you can

Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

Employment Checks / Specific Requirements

Standard DBS Check

Mandatory Training

To undertake all appropriate training as identified by the Head/Deputy Head of Human Resources and Business Support Unit.

Other

- Some flexibility to work outside of office hours as required.
- Based at Headquarters in St Asaph with ability to undertake agile working.
- Able to travel to different NWFRS locations.
- Outline knowledge of Terms and Conditions of Service for all employees.
- Understanding of legislation regarding Employment Law.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Advanced Professional Award/Certificate in Investigative Practice or willingness to work toward completion.

Sound working knowledge of UK employment law and best practice, including the ACAS Code of Practice on Disciplinary and Grievance Procedures.

Diploma in Management or CIPD Qualified.*

Excellent investigative, analytical, and problem-solving skills, with the ability to evaluate evidence objectively and reach balanced conclusions.

Demonstrable experience of conducting complex workplace investigations, including disciplinary and grievance matters.

Desirable

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

Nationally recognised qualification in delivering Training or qualification in giving advice and guidance.

Experience of handling sensitive and confidential information appropriately.

Ability to demonstrate impartiality, integrity, and sound judgement in all aspects of work.

Skills

Essential

The qualities without which a post holder could not be appointed

Commitment to equality, diversity, and inclusion, ensuring fair and consistent treatment of all employees.

Effective communication and interpersonal skills, with the ability to manage difficult conversations and challenge appropriately.

Experience of presenting investigation findings at formal hearings, panels, or equivalent decision-making forums.

Excellent command of written and spoken English.

Ability to drive and hold a current full driving licence.

Desirable

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

Ability to communicate in the Welsh Language.

Confident and professional manner for presenting to senior managers in formal settings and with ability to remain, composed, objective and detached, maintaining a professional approach at all times.

Strong organisational skills with the ability to prioritise and manage a demanding and varied workload.

*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.

Ideally, we are looking for someone who can communicate confidently and fluently in Welsh, but we will consider applications from individuals who are committed to improve their Welsh language skills.

The table below outlines the required skills to meet the level 2 Welsh language standard.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none"> • Able to understand the gist of conversations in work. • Able to respond to simple job-related requests and requests for factual information. • Able to ask simple questions and understand simple responses. • Able to express opinions in a limited way as long as the topic is familiar. • Able to understand instructions when simple language is used.

Reading	<ul style="list-style-type: none"> • Able to understand factual, routine information and the gist of non-routine information on familiar matters related to own job area e.g. in standard letters, leaflets
Writing	<ul style="list-style-type: none"> • Write short simple notes/letters/messages on a limited range of predictable topics related to personal experiences or own job area



Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 noon on 11/05/2026

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 Llinos Gutierrez-Jones, Head of Human Resources and Business Support Unit on 01745 535 276.

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.