



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Crew Manager

Promotions Board Process

Candidate Information Pack

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Welcome

At North Wales Fire and Rescue Service we are committed to fostering a diverse, inclusive, and equitable workplace where all employees feel valued and respected. We believe that diversity in backgrounds, experiences, and ideas drives innovation and strengthens our ability to make North Wales a safer place to live, work and visit.

We are seeking exceptional leaders to join our talent pool for future substantive appointments. The role of Crew Manager is challenging and rewarding and requires an individual who embodies the highest standards of personal and professional integrity, and who can inspire confidence, trust, and respect across all levels of the organisation and the wider community.

Joining us means becoming part of a forward-thinking organisation where you can make a lasting impact, develop your leadership potential, and contribute to shaping the future of fire and rescue services in North Wales.

If this sounds like you, and you are ready to bring your leadership skills and passion for making a difference, we want to hear from you.

Our Cultural Journey

North Wales Fire and Rescue Service published the final report of its commissioned Independent Cultural Review, facilitated by Crest Advisory, in January 2025. Since then, we have continued our cultural improvement journey, working to embed the review's recommendations and drive meaningful, lasting change. This remains a key part of our ongoing commitment to fostering a supportive, inclusive and progressive workplace culture.

The review, initiated in response to the Welsh Government's endorsement of the fire and rescue services' cultural improvement proposals, assessed the progress made in creating positive workplace environments and identified opportunities for further development.

It represents the beginning of a new chapter in the cultural evolution of North Wales Fire and Rescue Service. By implementing these recommendations, the Service reaffirm their dedication to creating a workplace where every employee feels valued, heard and empowered, and to enhance the services provided to their communities.

We are seeking inspirational and enthusiastic leaders to join us on this journey and help drive meaningful change. If you are passionate about fostering a positive workplace culture and making a real impact, we encourage you to be part of this transformation.

Following the recommendations from the Crest Report, external experts have been commissioned to review the full promotional process from shortlisting to the Quality and Assurance process. Further information on the Independent Culture Review can be found [here](#).

Who we are

North Wales Fire and Rescue Service employs more than 900 dedicated staff in both operational and corporate services roles, working together to create a positive impact in the communities we serve.

We help safeguard a diverse and vibrant region, covering around 2,400 square miles of stunning landscapes that include picturesque coastlines, historic towns, and the rugged peaks of Eryri National Park. North Wales is home to over 700,000 residents and welcomes hundreds of thousands of visitors every year, drawn by its rich culture, heritage, and natural beauty.

Our team responds to around 108,000 calls annually, including approximately 17,000 emergency incidents. Alongside our emergency response, we are deeply committed to prevention and education. This includes visiting homes to provide fire safety advice, engaging with young people, collaborating with partners, and using traditional and social media to inform and support our communities.

We also play a crucial role in fire protection, working with local businesses and organisations to ensure they meet their responsibilities, protecting employees, customers, and premises alike.

North Wales is a region steeped in history and culture, where the Welsh language is an integral part of everyday life. As a service, we are proud to support and promote the use of Welsh and are committed to reflecting the rich diversity of our communities. Living and working here means enjoying a high quality of life, with excellent schools, vibrant cultural events, and unrivalled access to outdoor activities.

North Wales Fire and Rescue Service is a professional and welcoming organisation. We foster a supportive culture and uphold our core values, placing teamwork, respect, and integrity at the heart of everything we do.

To learn more about us, including our Core Values, visit the next page or explore our [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

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, especially in terms of outdoor pursuits, cultural and leisure activities.

North Wales Fire and Rescue Service is seeking to identify suitable individuals for Crew Manager roles. The promotion board process enables successful candidates to be eligible either a permanent or temporary appointment should a vacancy arise within a 12-month period or until a new process commences.

As per Grey Book terms and conditions the appointments are interchangeable with any other post of the same role within the Service.

Applications are invited from substantive wholetime Crew Managers and substantive and competent wholetime Firefighters. (Existing internal Crew Managers that wish to change their current role should submit an internal transfer request form, which will be considered as part of this process).

Posts are available across the Service and candidates should indicate those posts that they would be willing to accept on the associated location preference form.

Candidates should read the application guidance notes carefully in relation to providing evidence against all of the essential criteria in their Application Form. Only those who meet all of the essential criteria detailed in the Person Specification will be shortlisted for interview.

Candidates will be required to deliver a 15 minute presentation (the presentation topic will be advised within the confirmation of shortlisting) and answer questions in relation to the presentation delivered and the requirements of the role.



A simulated Incident Command assessment will be undertaken for those candidates who are unable to demonstrate satisfactory evidence of operational assurance or formal assessment within the last 12 months.

Welsh Language skills at level 2 are a requirement of this post; existing employees will need to demonstrate prior achievement of this level upon application, for external candidates that cannot demonstrate this at application, this must be achieved within the probation period, with support provided as appropriate.

Interviews will be held during the week commencing from 5th October 2026. Please be advised that if candidates are unable to attend on the scheduled interview date, the Service may be able to make alternative arrangements within this timeframe only.

Please note that this post is subject to pre-employment checks including a Satisfactory Medical Clearance, DBS Check, Drug and Alcohol test and satisfactory references. If a positive disclosure (spent or unspent) is received on the DBS, a risk based approach on managing the information will be adopted by the Service and a reasonable and proportionate decision is then made regarding the current or prospective employee.



What we can offer you

At North Wales Fire and Rescue Service, we believe that investing in our people is key to delivering the best outcomes for our communities. As part of our team, you'll benefit from:

A Competitive Salary and Benefits Package:

Crew Manager: £42,892 (development) per annum

Crew Manager: £44,742 (competent) per annum

(exclusive of allowances that may be applicable dependent on role)

Access to an employer contributory pension Scheme.

Generous annual leave entitlement, starting at 30 days per year, plus public holidays

Professional Development:

Ongoing opportunities to enhance your leadership and technical skills through tailored training and development programmes.

Support to achieve further professional qualifications, aligned with your career aspirations and organisational needs.

A Commitment to Your Well-being:

- 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.

An Inclusive and Supportive Workplace:

- A culture that values diversity and actively promotes equality and inclusion.
- Support networks and initiatives to ensure you feel valued and empowered to succeed.

Opportunities to Make a Difference:

- The chance to contribute to a service that plays a vital role in protecting and improving the lives of people in North Wales.
- A role where your leadership will directly shape the future of fire and rescue services, driving innovation and improvement for generations to come.

Living and Working in North Wales:

- The opportunity to work in one of the most beautiful regions in the UK, with stunning coastlines, mountains, and a vibrant cultural heritage.
- A chance to embrace and contribute to Welsh culture, including support for learning and using the Welsh language in the workplace.

By joining us, you'll not only develop professionally but also play a critical role in creating a safer, stronger, and more resilient North Wales.

Hours of work

This position is based on working 42 hours per week across various duty systems.

Crew Manager Recruitment Guidance

The following guidance is being provided to support candidates in submitting their application.

Person Specification

Crew Manager Essential and Desirable Criteria:

Essential Criteria

Competent whole-time Firefighter who has successfully completed the supervisory manager ADC or the new managerial exercise and associated technical tests (or equivalent tests)

A role model to others by learning new skills and behaviors

Values equality and inclusion and sets a positive example of appropriate behavior to peers

Plans ahead and prioritise work, managing time effectively to get things done

Demonstrates operational competence at their current level

Spots opportunities to improve the way we do things

An ambassador for the service, taking responsibility for the work we do and encouraging others to do the same

Hold an ICL1 qualification (SFJ Level 3 Award in Initial Incident Command in Fire and Rescue Services or equivalent) or committed to achieve this qualification within a 12-month period.

Satisfactory supervision of combined drills on station (confirmed by line manager). There will be an opportunity to carry out a combined drill assessment as part of the selection process for those who do not have an up to date assessment.

Satisfactory Incident Command assessment at level 1 within last 12 months. There will be an opportunity to carry out an Incident Command assessment as part of the selection process for those who do not have an up to date assessment.

Has a full UK driving licence
Will successfully complete a Standard DBS check (This may need to be enhanced for certain posts)
Has Welsh language level 2 skills
*for external candidates: if this has not already demonstrated on appointment, this is to be achieved within a 12 month probation period, with support provided as appropriate.
Has no current performance, capability, discipline or attendance management issues
Has a satisfactory and up to date fitness assessment
Desirable Criteria
Successfully undertaken formal management development
Welsh language level 3

Note: In line with NWFRS Recruitment and Selection policy, candidates who have received any warnings under discipline or capability will not be eligible to apply for a vacancy if the closing date of the respective process falls within the period of their award. This does not include informal warnings or Notes for File (documented conversations in relation to minor issues).

Evidence of the Essential and Desirable Criteria can be demonstrated by referring to your most recent experiences which should demonstrate your professional ability from within your current role, or from any other current relevant experiences outside of your role and outside of your employment within a Fire and Rescue Service.

Please note the maximum word count per criteria is 200 words.

Presentation Information

You will be required to deliver a 15 minute presentation to the interview panel. Further details, including the topic of the presentation, will be given to candidates following completion of the shortlisting process.

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 2 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	Having level 2 Welsh skills means that; • you can give and receive personal details and basic information, • make simple job-related requests and say a few phrases about yourself. • You can also demonstrate level 1 skills that include correct pronunciation.
Reading / Writing	Understand our Service commitments in compliance with Welsh Language Standards. Work with the Welsh Language Officer to ensure compliance with Standards.

A short Welsh assessment will be undertaken at the start of employment and candidates who do not already speak Welsh to level 2 will have 12 months from appointment to the role to attain this.

Whilst fluency is not required, some Welsh Language skills are a requirement of this post. If applicants do not possess these skills on appointment, they will be fully supported to develop basic Welsh skills within 12 months or their appointment. More information of the level of these skills can be found [in this video](#)



Recruitment Timeline

Recruitment Activity	Date
Closing date	12:00hrs on 11th September 2026
Interviews	Commencing 5th October, 2026

How to Apply

To apply, please complete and submit your Manager Endorsement for Promotion Form (Internal Only), Location Preference Form and a full application form all together. The forms 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 [watch this video](#) for guidance on completing the application form and preparing for the interview.

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 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.

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 and ALL accompanying forms before the closing date as late applications will not be accepted. Only the first application submitted by each candidate will 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.

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 or email Stephen Campbell, Assurance and Resourcing Manager on 07787 578 479 or by emailing stephen.campbell@northwalesfire.gov.wales

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.