



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



**Area Safety Team
Business Support Assistant
Recruitment Information Pack**

**ATAL AMDDIFFYFN YMATEB
PREVENTING PROTECTING RESPONDING**

www.tangogleddcymru.llyw.cymru
www.northwalesfire.gov.wales



Welcome from Richard Fairhead, 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 Gwynedd and Anglesey 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 Assistant 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 03

Salary: Starting at £22,369 rising to £23,194 per annum

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 and will discuss this with you during interview.

Benefits of employment

- Generous annual leave entitlement, starting at 24 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

Post Title	Business Support Assistant – Area Safety Office
Department	Area Safety Offices
Reports to	Partnership and Communities Manager
Location	Various

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.

Principal Duties and Responsibilities

1. Input statistical data on a computer based fire safety records management system (RMS), and run the necessary reports in order to produce statistics.
2. Select, prepare and provide files and forms for use by fire safety and operational personnel.
3. Provide full administrative support to Community and Business fire safety including word processing and data input.
4. Assist with the development of work systems within the Area office to improve organisational efficiency.
5. Undertake document filing, mainly digital.

6. Maintain stores and stationery records and reorder when required.
7. Monitor email inboxes and answer the telephone plus undertake reception duties as and when required.
8. Sort, and prepare incoming and outgoing internal and external deliveries and mail.
9. Take, produce and circulate meeting notes from various Area/Service wide meetings.
10. Provide confidential support on a regular basis for meetings chaired by fire safety officers at various locations and consult with meeting attendees regarding their availability.
11. Liaise with Line Managers to confirm workloads and requirements.
12. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.

Supervisory Responsibility

None other than an occasional requirement to supervise students on work experience placements.

Financial Responsibility

None

Contacts Outside Own Section

Fire Safety Department

Executive Assistants at HQ

Members of the public

Other fire and rescue services and partner authorities.

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.
	Excellent Microsoft Office skills and use of other information technology to intermediate level that includes inputting and typing skills.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
Skills	Experience in agenda and meeting notes preparation.
	Previous experience of working in an office environment.
	Essential
	The qualities without which a post holder could not be appointed
	Proven communication skills, with an ability to deal with enquiries from internal and external parties
	The ability to prioritise work and meet deadlines and respond positively under pressure.
The role also requires applicants to have a proactive self-motivated approach, who can work as part of a team and on their own initiative.	
Satisfactory Criminal Records Disclosure – Basic.	
Desirable	
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
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.

Ideally you will have the ability to communicate confidently and fluently in Welsh, but we will consider applications from individuals who are committed to improve their Welsh language skills. As a public service we require staff to have a minimum of level 2 Welsh speaking skills. If you do not already have these skills, as set out below, we would support you to achieve this within 12 months of starting the role.

Level 2 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

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.

Level 4 Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Writing	<ul style="list-style-type: none"> • Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application. • Able to take reasonably accurate notes in meetings or straightforward dictation. • Able to write a report / document relating to own job area

Recruitment Timeline

Recruitment Activity	Date
Closing date	10:00 on 03/04/2023
Shortlisting (by recruiting manager)	w/c 03/04/2023
Online assessments	w/c 03/04/2023
Interviews	w/c 10/04/2023

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 Elisabeth Nairn on 01745 535 292 or Dave Greene (Siaradwr Cymraeg) on 07717 516 188.



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