



Gwasanaeth Tân ac Achub  
Fire and Rescue Service



## **Executive Assistant** Recruitment Information Pack



## **Welcome from Helen MacArthur, Assistant Chief Fire Officer**

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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 Business Support Unit plays a key role in supporting the Service to achieve their objectives in relation to our people and organisational development by supporting various departments across the Service.

The role of Executive Assistant 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.

This recruitment information pack provides a good foundation about what we can offer as a Service but we're happy to answer any questions you may have through an informal discussion to help your decision.





## Who we are

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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



# North Wales:

## A place to live, work and visit

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Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn (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

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At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. An exciting opportunity has arisen within the small but busy Executive Assistant team of North Wales Fire and Rescue Service. As an Executive Assistant you will provide comprehensive support to the Service's Principal Officer Team and act as the first point of contact for Members of the Fire and Rescue Authority.

You will provide full administrative assistance and support to the Principal Officer Team based in our Headquarters in St. Asaph. Excellent typing skills and Microsoft Office knowledge are a fundamental aspect of the role as this includes preparing documents for the Principal Officer Team, dealing with correspondence, taking messages and ensuring all enquiries and emails are dealt with personally or given to the appropriate individual.

As the first point of contact for both verbal and written enquires from internal and external sources, strong communication skills will be the key to success. As you will play a key part in the organising and minuting of meetings, the ability to engage with others and build effective relationships is essential.

Working alongside the Principal Officer team means you will be handling confidential information on a regular basis and will need to work with a high level of integrity and attention to detail. The priorities of the day can change at short notice so you will need to possess good organisational skills to manage your own workload and meet deadlines with flexibility.

Speaking both English and Welsh is part of everyday life in North Wales and the Authority has always taken a positive approach to bilingualism.

Successful applicants would therefore be required to speak Welsh in order to converse with a person in their preferred language when they contact the department. (Please refer to the Welsh Language Skills page for further information about the Welsh language requirements).





# What we can offer you

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## Pay

Grade NWFRS 07

Salary: Starting at £33,024 rising to £35,745

## 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.

## Benefits of employment

- Generous annual leave entitlement, starting at 25 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

<b>Post Title</b>	Executive Assistant
<b>Reports to</b>	Business Support Unit Manager
<b>Location</b>	Fire and Rescue Service Headquarters, St Asaph
<b>Grade</b>	NWFRS 07

## Overall Job Purpose

Working as part of a small bilingual team, the post holder will be responsible for providing comprehensive support to the Service's Principal Officer Team and act as the first point of contact for Members of the Fire and Rescue Authority.

The role is varied and covers a wide range of functions including diary management, administrative support, organising meetings, minute taking and website management. Although part of a team the post holder will be required to work independently, to tight timescales in a busy environment. The nature of the work requires the individual to exhibit high levels of personal resilience, integrity and sensitivity and uphold the confidentiality of the Principal Officer Team.

## Principal Duties and Responsibilities

1. Working directly to the Principal Officer Team, provide full administrative support including utilising electronic packages such as Microsoft Office and other Service software as appropriate to the role.
2. Be responsible for organising the administrative aspects of internal meetings of the Principal Officer and Service Leadership Team. Duties include room booking, management of associated papers and minute taking.
3. Scheduling the diaries of the Principal Officer Team to maximise use of available time through the use of face to face and virtual meetings.
4. Coordinate annual programme of station/department/county office visits undertaken by the Principal Officer Team.
5. Dealing with correspondence, take messages and ensure all enquiries and emails are dealt with personally or given to the appropriate individual. Photocopying documents and preparing papers for the Principal Officer Team.
6. To lead and manage through effective performance management, applying appropriate policies and procedures as necessary.
7. Use 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.
8. To maintain the annual strategic rota for the Executive Board and the Service Leadership Team. Rota to be amended daily if required where there is a change of duty officer, notifying Control to ensure cover is always available
9. To be first point of contact for general enquiries, answer telephone calls, and enquiries in the medium of Welsh or English, sort and prepare incoming and outgoing internal and external mail.
10. Administering a comprehensive electronic and paper confidential file structure and document storage and retrieval system.



11. Assist with the development of work systems within the office to improve organisational efficiency.
12. Be responsible for administrative arrangements of the meetings of the Fire and Rescue Authority and its associated committees.
13. Promote and comply with Service policies and procedures in the delivery of services and the treatment of others.
14. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.



# Person Specification

<b>Qualifications, Knowledge, Experience</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	NVQ level 3 Business Administration or above in a related qualification such as Business Administration, or relevant office and administration experience.
	Proficient in the use of Microsoft packages to intermediate level that includes inputting and keyboard skills and a sound working knowledge of Microsoft Office.
	RSA stage 3 word processing and audio typing or equivalent
	The ability to take accurate minutes.
<b>Desirable</b>	
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
Previous office experience and an understanding of local government.	
<b>Skills</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Excellent written and verbal communication skills
	The ability to communicate in Welsh (Level 4)
	A good level of literacy and numeracy, equivalent to GCSE grade C or above
	The ability to type at least 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
	Current valid full driving licence
	The ability to work unsupervised when required.
	The ability to work well in a team environment and maintain confidentiality.
<b>Desirable</b>	
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
Flexibility, in order to work out of office hours on occasions.	

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





# Welsh Language Skills

## Level 4

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 and 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.

Being a bilingual organisation and for this role, you'll need to demonstrate level 4 spoken Welsh skills, which means you're able to understand sentences and most of what is said in an office or meeting and keep up with a simple conversation on a work-related topic.

The below table sets out the required skills for level 4.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Able to contribute effectively to meetings and seminars within own area of work.</li> <li>• Able to argue for/against a case.</li> </ul>

# 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 [hrdesk@nwales-fireservice.org.uk](mailto:hrdesk@nwales-fireservice.org.uk)

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: [hrdesk@northwalesfire.gov.wales](mailto:hrdesk@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 535292.

## Recruitment Timeline

Recruitment Activity	Date
Closing Date	12 September 2024

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.



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