



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



**Senior Compliance Manager East Area
Business Fire Safety
Candidate Information Pack**



Welcome from Stewart Forshaw, Deputy 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 around 890 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

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.



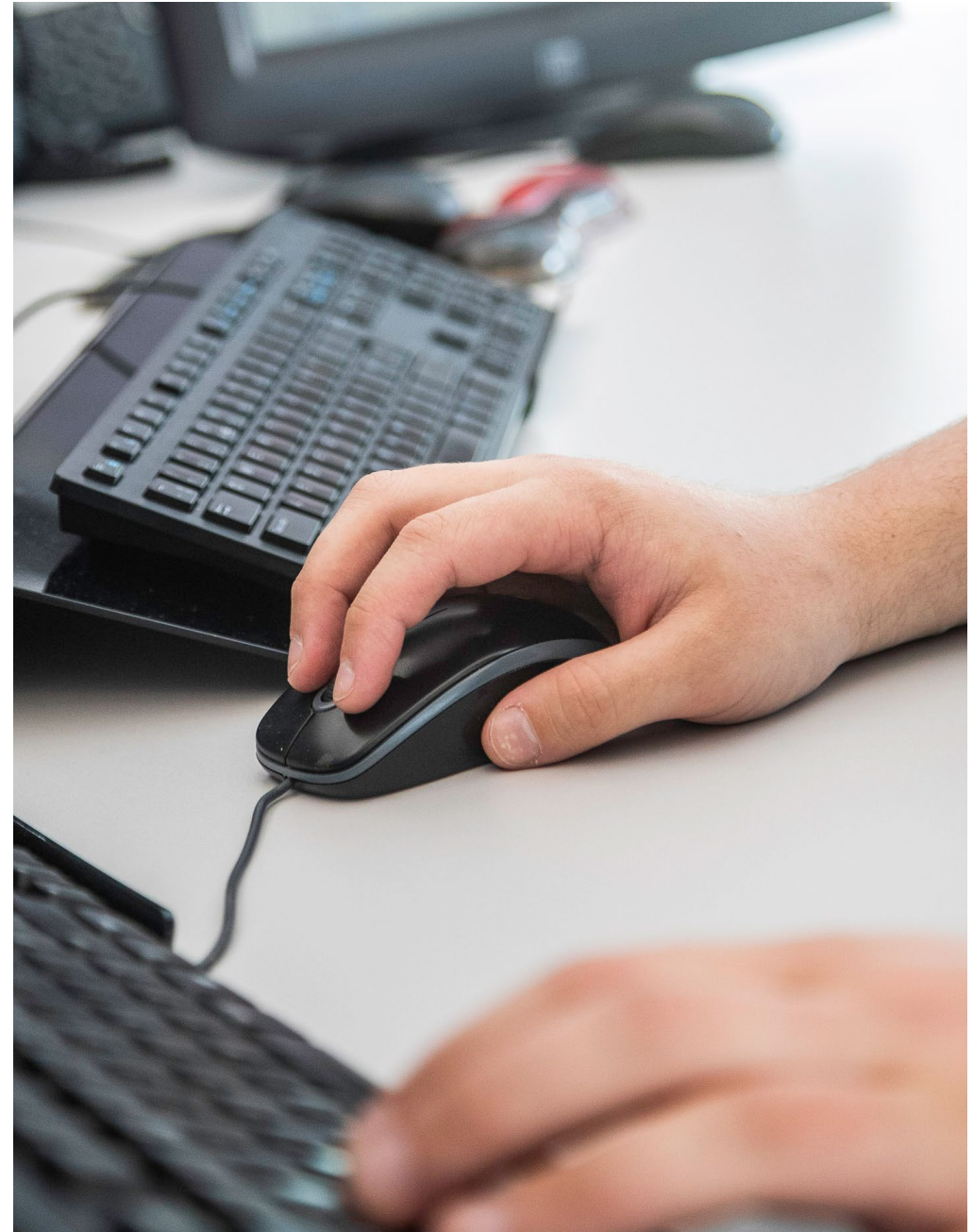
The Role

The role of Senior Compliance Officer is to deliver and enforce fire safety legislation at businesses and non-domestic properties. The appointed person will be expected to provide detailed technical support relating to fire safety matters, fire safety audits and safety inspections in all regulated premises, including complex and high-risk premises.

The successful candidate will be an effective communicator, with the ability to work on their own initiative to research and analyse problems and devise appropriate solutions using a range of resources. With a proactive and self-motivated approach, good interpersonal skills are required to develop effective working relationships with internal and external individuals and groups.

Applicants will need to demonstrate (with evidence) against the skills, as outlined in the job description and person specification, including the following key requirements:

To hold IQ Level 4 Certificate in Fire Safety or equivalent and to have attained competence in the role of Fire Safety Adviser or equivalent. To hold, or attain in post, IQ Level 4 Diploma in Fire Safety or equivalent. To hold, or attain in post, registration with/or accreditation by a professional body (as both Graduate IFE and Registered Auditor) to be able to demonstrate their professional attitude and commitment to maintaining competence. To hold, or to attain in post, (as a minimum) registration as an Engineering Technician with the Engineering Council through a professional body (third party accreditation). In-depth knowledge and understanding of the Regulatory Reform (Fire Safety) Order 2005 and assessing fire regulatory risks and compliance through audit and inspection. Significant knowledge of processes and guidance relevant to regulatory fire risk assessment and the evaluation of fire hazards and risks.



What we can offer you

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.

Location

The base location of the team is Wrexham and Flintshire. There may be a requirement to attend different fire service locations, therefore some travel to other sites, both within North Wales or the wider UK, may be required.

We also 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 an agile working policy to facilitate virtual and home working where practicable for the role, which can be discussed further during interview.

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

Post Title	Senior Compliance Officer
Reports to	Compliance Manager
Location	Wrexham and Flintshire
Grade	NWFRS 07

Overall Job Purpose

The focus of this post is to ensure regulatory compliance in complex and high-risk premises. The post holder may also undertake work on lower risk premises.

The post holder will have enforcement powers and will be qualified to issue formal legal notices and as such will be required to meet the required qualifications, skills and knowledge defined within the NFCC Competency Framework for Fire Safety Regulators.

The post holder may also support Business Fire Safety by providing advice to the business community on general fire safety measures and the reduction of unwanted fire signals, building complaints and undertake post fire inspections.

The role exists to assist in delivering the Service's statutory duty to enforce fire safety legislation and reduce risk in the community. This includes participating in fire safety promotion events from time to time as may be required.

The post holder will liaise with colleagues across the Business Fire Safety function, Station Managers and other operational personnel, Local

Authorities and other regulatory agencies in accordance with Service policy and procedures.

The post holder will be required to be registered with, or accredited by a professional body to include Graduate IFE and Registered Auditor status, in order to demonstrate their professional attitude and commitment to maintaining competence, or be willing to work towards these accreditations.

Principal Duties and Responsibilities

1. To plan and undertake fire safety audits and inspections in all regulated premises including complex and high-risk premises in accordance with Service policy and procedures in order to promote and enforce compliance with statutory requirements.
2. To provide fire safety advice and guidance in accordance with current fire legislation and Service policy, including in response to enquiries from business owners/responsible persons, in order to assist to compliance with fire safety requirements and promote business resilience.
3. To consult and work with other enforcing authorities, including responding to statutory fire safety consultation submissions, in accordance with Service policy and statutory requirements.
4. To undertake formal and informal fire safety enforcement action in line with Service policy and procedures in support of the principles of the Enforcement Management Model.
5. To assist the investigation of possible offences of the Regulatory Reform (Fire safety) Order 2005, through the preparation of case files, assistance with PACE cautioning and interview of witnesses, taking and preparing statements and the collation of evidence.
6. To plan and participate in fire safety seminars, workshops, business networking meetings and events, engaging with local business stakeholders to promote understanding of statutory

- responsibilities, business resilience and community safety.
7. To provide support and advice to Station Commanders and operational personnel on fire safety matters.
 8. To deliver fire safety training and through a variety of activities support the learning and development of others.
 9. To undertake internal quality assurance activities including monitoring and assessing the fire safety work of others, in order to ensure quality of service and continuously improve standards in line with national guidance and Service policy.
 10. To be responsible for accurately updating, retrieving and processing electronic information using the fire safety management information system and maintaining other fire safety records and files in accordance with Service policy and procedures.
 11. To maintain competence through continuous professional development activities including attending such training/personal development courses as may be considered necessary.
 12. To undertake any other duties of a similar level and responsibility as may be required.
 13. To practice and promote equality and diversity and the fair and equitable treatment of all staff and customers within the scope of the post.
 14. The post holder is required to comply with relevant health and safety legislation and the Service policies and procedures of North Wales Fire and Rescue Authority in the performance of his/her duties.
 15. Complete all necessary reports, legal notices, IT recording and administration.
 16. To undertake such technical and process development that may

be specified in order to become competent to conduct inspections and audits and, all other associated tasks. This will include the requirement to successfully complete the Level 4 Diploma in Fire Safety (Fire Auditors) and achieve third party accreditation.

17. Prioritise and manage workload ensuring deadlines are met.
18. To report to, and take direction from, the Line Manager and/or any person nominated as the post holder's mentor.
19. Participate in Business Fire Safety performance management meetings and audits.
20. To seek guidance on any Business Fire Safety matter with which they are required to deal with that falls outside or beyond their current competence.
21. To attend any other courses and development that the post holder may be nominated for to enhance their general competence.
22. To carry out fire risk assessments of NWFRS premises and liaise with other departments to facilitate legal compliance with the RR(FS)O.
23. To comply with the Service's regulations and conduct themselves in a manner consistent with the Service's objectives and core values when dealing with colleagues, other regulatory bodies and clients.

Supervisory Responsibility

The role will include the delegation of duties and the supervision of Compliance Officers.

Financial Responsibility

None

Contact Outside Own Section

The post holder will be expected to liaise regularly with other regulatory authority including the local authority, Natural Resources Wales, CSSIW, NHS Wales and HSE as appropriate.

Language Requirements

Welsh language skills – Level 2 (to be achieved within 12 months of taking up post)

Employment Checks / Specific Requirements

Standard DBS

Mandatory Training

The post holder will be required to successfully completed the development programme associated with the role which will include successful completion of;

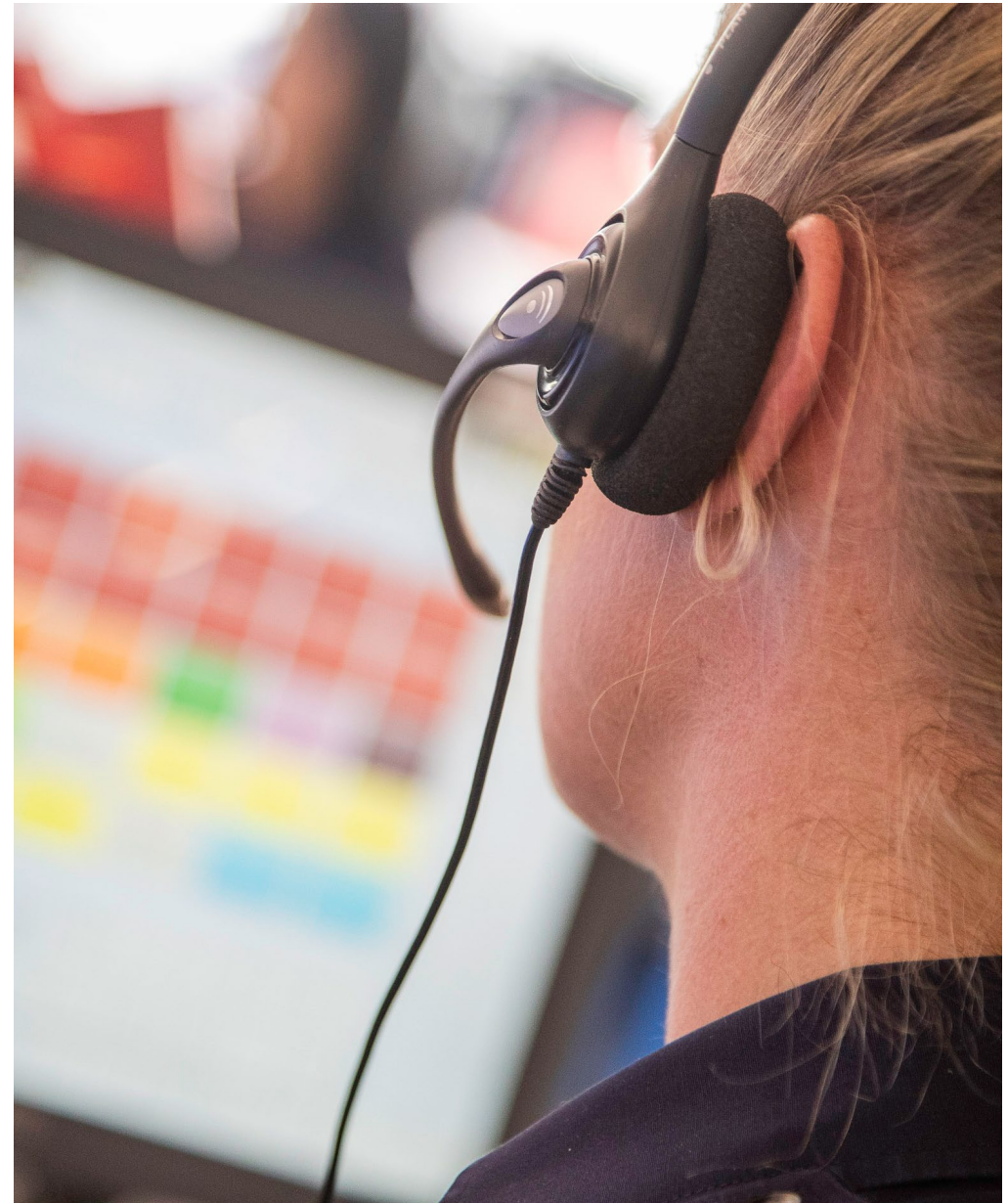
the Level 4 Diploma in Fire Safety and achieve third party accreditation.

Working Condition

County Office / agile working with the requirement to undertake audits and inspections at a wide variety of public and commercial premises; this will involve working in and outdoors. Some unsocial hours to carry out the above when required.

Other

None



Person Specification

Qualifications Knowledge, Skills & Experience	Essential
	The qualities without which a post holder could not be appointed
	English Language and Mathematics GCSEs at grade 4 or above (or equivalent).
	To hold IQ Level 4 Certificate in Fire Safety or equivalent and to have attained competence in the role of Fire Safety Advisor or equivalent.
	To hold, or attain in post, IQ Level 4 Diploma in Fire Safety or equivalent
	To hold, or attain in post, registration with/or accreditation by a professional body (as both Graduate IFE and Registered Auditor) to be able to demonstrate their professional attitude and commitment to maintaining competence.
	To hold, or to attain in post, (as a minimum) registration as an Engineering Technician with the Engineering Council through a professional body (third party accreditation).
	Full driving licence with no pending issues
	In-depth knowledge and understanding of the Regulatory Reform (Fire Safety) Order 2005 and assessing fire regulatory risks and compliance through audit and inspection.
	Significant knowledge of processes and guidance relevant to regulatory fire risk assessment and the evaluation of fire hazards and risks.
	An understanding of and commitment to equality principles and practices
	An understanding of and commitment to quality management and customer care principles and practices
	An understanding of and commitment to Health and Safety in the workplace
	An understanding of the importance of ensuring confidentiality and security of information including an awareness of the principles of the Data Protection and Freedom of Information Acts
	To be willing to be recalled to duty out of office hours to inspect premises in cases where a Prohibition Notice may be appropriate.
	Awareness of national and local Fire & Rescue Service core activities and functions.
	A good standard of information technology skills.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	IOSH Managing Safely Certificate or equivalent.
To have attained competence in the role of Fire Safety Inspector or equivalent.	
To hold other specialist fire safety qualifications e.g. Fire Engineering Degree, Care Homes Module etc.	
To have a significant experience in the role of Fire Safety Inspector or equivalent.	

Skills	Essential
	The qualities without which a post holder could not be appointed
	Ability and confidence in communicating effectively (orally and in writing) and able to demonstrate a high standard of interpersonal skills, taking account of, target audience, the message to be conveyed and the desired outcomes.
	Able to work on own initiative, research and analyse problems using a range of resources and devise appropriate solutions.
	Able to create and implement effective plans to deliver actual and anticipated service delivery needs.
	Able to plan and deliver training and support the learning and development of others.
	Ability to converse at ease with members of the public and provide advice in accurate spoken English.
	The role requires applicants to have a proactive self -motivated approach, who can work as part as a team and on their own initiative.
	The ability to build effective working relationships with internal and external individuals and groups.
	The ability to prioritise work and meet deadlines and respond positively under pressure.
	Committed to work flexibly within conditions of service when required.
	Satisfactory DBS (standard).
Is able to communicate through the medium of Welsh (Level 2) (<i>Understands the gist of Welsh conversations at work. Can respond to and offer advice on simple job-related requests. Can ask simple questions and understands simple responses. Is able to express opinions in a limited way as long as the topic is familiar. Understands instructions when simple language is used.</i>)	

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

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet the essential criteria.

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	<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.

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.

We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role and the successful candidate will be supported to achieve the required level.



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. You will need to demonstrate that you meet all of the essential criteria detailed in the person specification in order to be shortlisted to the next stage. 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 Tim Owen, Head of Protection on 07748 631 710

Closing date

12:00 on 15/07/2024

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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