



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



# **ICT Department Applications Officer Candidate Information Pack**

**ATAL AMDDIFFYFN YMATEB  
PREVENTING PROTECTING RESPONDING**

[www.tangogleddcymru.llyw.cymru](http://www.tangogleddcymru.llyw.cymru)  
[www.northwalesfire.gov.wales](http://www.northwalesfire.gov.wales)

# 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.

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.

Technology is a critical component in how North Wales Fire and Rescue Service support the delivery of its daily activities; whether it's mobilising our frontline crews to operational incidents, ensuring they have access to risk critical information, or supporting systems that manage and control our resources, including back office systems such as Payroll and Finance to front line systems such as Mobile Data Terminals on our fire appliance - technology touches every part of our Service.

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

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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 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

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At North Wales Fire and Rescue Service, every team member plays a vital role in protecting our communities and the natural environment. Technology is a critical component in how we deliver our day-to-day activities, ensuring that our teams can respond quickly and effectively to the challenges they face.

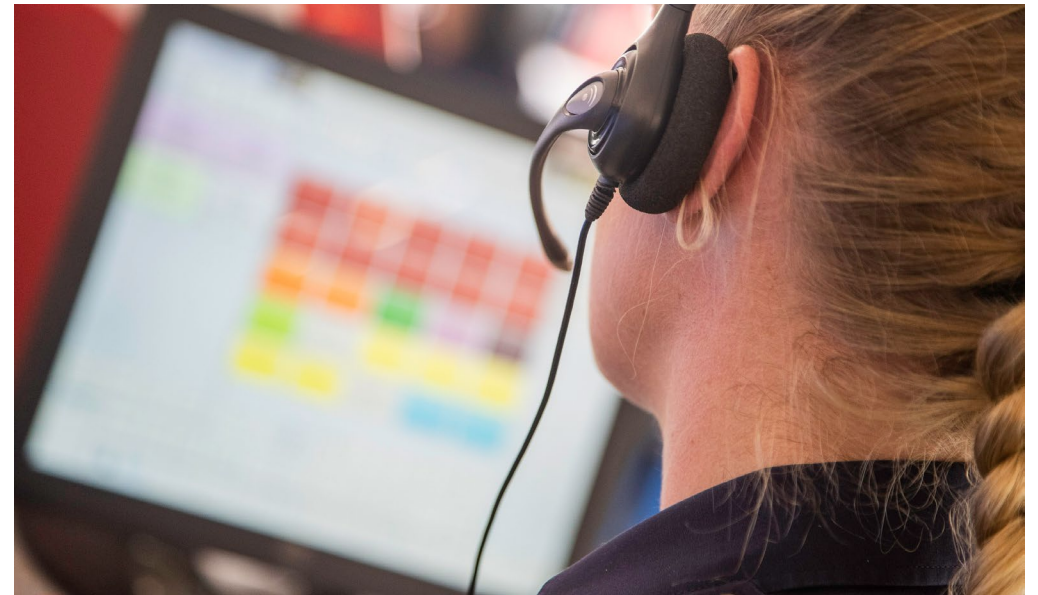
To meet the increasing demand for application support, we have created an exciting new role: Applications Support Officer. This role offers a unique opportunity to join a close-knit team of specialists in infrastructure, desktop support, transformation, and project management. Working closely with the ICT MIS Manager, the Applications Support Officer will play a pivotal role in maintaining the Service's applications, customising and developing tools for stakeholders, and providing essential support to staff in their use of these systems.

Your key responsibilities will include delivering expert guidance to users of ICT applications, troubleshooting issues, and ensuring that systems are configured, installed, and updated efficiently. You will also play a vital role in supporting the implementation of new applications, contributing technical expertise to ensure seamless integration and functionality.

Collaboration and communication are at the heart of this role. You'll need to build strong relationships with colleagues, customers, and stakeholders, ensuring that they receive clear, effective support and training tailored to their needs. Your customer-focused approach will be essential in helping staff feel confident and empowered when using the systems that underpin their work.

While technical skills are a priority, we also value the ability to communicate effectively and work collaboratively. Basic Welsh language skills are required for this role, but if you're not already proficient, we'll provide the necessary training to help you achieve Level 2 proficiency by the end of your 12-month probation period. Additionally, a standard DBS check is required for this position.

Although ICT often operates behind the scenes, it is the backbone of everything we do at North Wales Fire and Rescue Service. Ensuring our systems are running smoothly 24/7 is essential to our mission of protecting lives, property, and the environment. By joining our team, you'll play a direct role in helping us continue to make a real difference in the communities we serve.





# What we can offer you

## Pay

Grade 06

Base Salary: Starting at £ 30,559 per annum, rising to £ 33,366 per annum

## Hours of work

This position is based on working 37 hours per week, Monday to Friday. The base location is in Conwy with the potential to undertake some work remotely or from alternative fire service locations.

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 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

<b>Post Title</b>	ICT Applications Officer
<b>Department</b>	ICT Department
<b>Reports to</b>	ICT MIS Manager
<b>Location</b>	Conwy

## Overall Job Purpose

To provide efficient Application Support for NWFRS employees. To support and maintain IT, communications and multimedia services.

To assist the MIS Manager in the delivery of ICTs Application Support and to actively contribute to the ICT Department.

To ensure that NWFRS gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness of NWFRS.

## Principal Duties and Responsibilities

1. Provide guidance and support for application users to ensure that the business application systems supported by the ICT Shared Service are maintained to the highest possible standard with maximum levels of attainable productivity and efficiency.
2. Provide support for application configuration and upgrades, and problem analysis and resolution for application problems, in conjunction with the users and external application or service suppliers where necessary.

3. Maintain the integration policy and that of data being entered once only.
4. Assist with implementation of ICT application projects. Provide technical input where required.
5. Support the provision of user training and guidance.
6. Manage software update schedules on some devices to ensure compliance with best practice and NWFRS policy.
7. Proactively manage data quality in some systems
8. Maintain interfaces, exports and imports, and ensure their smooth running where required.
9. Manage interfaces, defined operational system processes and data extracts.
10. Write, run reports and routines to support day-to-day business operations.
11. Undertake other duties as necessary to meet the needs of the Service, including service desk cover

## Supervisory Responsibility

None

## Financial Responsibility

None



## Contact Outside Own Section

All internal departments and stations regarding ICT applications matters on a frequent basis.

Government Departments, other Emergency Services and Agencies.

Third party suppliers of ICT software and services.

## Working Conditions

Working indoors, and outdoors, may be required to work at different fire service locations in order to install and maintain equipment.

May be subject to dirt, dust, noise and confined spaces whilst installing or maintaining equipment.

May be required to move bulky and/or heavy objects.

## Language Requirements

Level 2 (to be achieved within probation period) – 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

## Other

Safeguarding is the responsibility of all staff, and everyone is expected to be vigilant and proactive in ensuring the safety and well-being of others.



# Person Specification

<b>Qualifications Knowledge &amp; Experience</b>	<b>Essential</b> The qualities without which a post holder could not be appointed
	Educated to HNC level or equivalent in a related subject.
	Previous experience within an applications support environment.
	Good working knowledge of current Microsoft server based systems, operating systems, applications and the M365 suite.
<b>Skills</b>	<b>Essential</b> The qualities without which a post holder could not be appointed
	Ability to work on own initiative and as part of a team.
	Ability to work confidentially and with integrity.
	Ability to drive and possess a full current driving licence.
	Ability to meet deadlines and work with speed, under pressure.
	Excellent communication skills.
	Self-motivated individual.
	<b>Desirable</b> Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Flexibility in hours of work.
	Work with specialist tools and equipment.
Welsh speaking	



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

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](mailto: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, you will need to demonstrate that you meet all of the essential criteria as detailed in the person specification. 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](mailto: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 Jon Williams (MIS Manager) Steve Morris on 01492 564942, Head of ICT on 01745 352774

### Closing date

**12:00 on 26/02/25**

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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