



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



**Planning, Performance and
Transformation Department
Data Analyst**
Candidate Information Pack

Welcome from Anthony Jones, Assistant Chief Fire Officer

Serving our communities is at the heart of everything we do, by ensuring we provide the best service to the people and properties within North Wales. We take pride in the work we do, from operational and front-line duties to prevention and protection work, as well as the work which is often undertaken behind the scenes by our corporate support functions, all of which contributes to ensuring we keep our communities safe.

The last few years have been challenging for Fire and Rescue Services along with all public services, and its anticipated that there are more challenges to come over the next year. Recruiting the right people is key to ensure that North Wales Fire and Rescue Service can continue to meet our strategic objectives as well as our moral duties, whilst ensuring we remain true to our core values.

The Data Analyst role will work strategically and operationally across the breadth of the Service, bringing their knowledge and experience in organisational performance to contribute to the Service as a whole. We are looking for an enthusiastic and experienced individual to join the team who can achieve results in an increasingly demanding and performance centred environment.

This candidate 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. If you relish a challenge and want to progress in your career, we'd like to hear from you.





Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ around 900 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 Data Analyst supports the delivery of the Service's corporate planning framework with the provision of performance monitoring, including benchmarking exercises against other Fire and Rescue Services, and supporting the delivery of effective systems to measure and improve performance against service objectives and support operational delivery.

The successful candidate will provide research and analytical advice and support across the Service to meet internal and external requirements, as well as provide quality assurance of data and performance information to ensure accuracy and integrity of data.

The successful candidate will present complex information through various software packages to support the strategic management of the Service, including North Wales Fire and Rescue Authority and the Service Leadership Team. You will contribute to the ongoing development of systems relating to performance information, and assist with ensuring compatibility of information between systems used to improve service delivery.

The Planning, Performance and Transformation Department is primarily responsible for ensuring the Service's performance is delivering against its plans and strategic objectives, supporting the production of strategic improvement plans, performance assessments and monitoring reports. The team provides key reporting information whilst keeping abreast of local, regional and national fire and public service information to deliver our aims and ensure compliance with legislation, whilst promoting continuous improvement throughout.

The Data Analyst should have a sound understanding of relational database systems, with knowledge of the processes involved with extracting data, and then presenting it in a way which can allow complex and business critical decisions to be made easily.

Strong communication skills are crucial in this role and you will have the ability to engage positively with both internal staff and external stakeholders to build effective relationships to support the delivery of Service objectives. Collaborating with partner agencies, other local government organisations and private industries, you will contribute to and influence working relationships to secure beneficial outcomes for the Service.



What we can offer you

Pay

Grade NWFRS 06

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

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 the Denbighshire County Safety Office in Rhyl. 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. A Service vehicle may be used to do this where available.

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	Data Analyst
Reports to	Senior Performance Analyst
Location	Denbighshire County Safety Office, Rhyl
Grade	NWFRS 06

Overall Job Purpose

As a data analyst you will collect, organise, study and report upon data to provide business insight and to comply with statutory requirements. In this role, you will: apply tools and techniques for data analysis and data visualisation, including the use of business information tools, identify, collect and migrate data to and from a range of systems.

Principal Duties and Responsibilities

1. Support the Senior Performance Analyst to ensure effective systems are in place to measure and report upon performance.
2. Contribute to the review and development of performance monitoring, and participate in relevant data driven project work across the Service.
3. Facilitate comparative analysis against other UK FRSs, public bodies and similar organisations, and complete other performance information requests.
4. Develop timely, accurate and well-presented reports of performance data for a multitude of departments across the Service.

5. Provide information in response to internal and external requests, ensuring compliance with information security legislation and protocols.
6. Utilise a wide range of computer software packages and tools to extract and present data.
7. Undertake quality assurance of information using working knowledge of systems, relational databases and schemas.
8. Assist with managing the Fire Record Management System and offer guidance to system users.
9. Attend internal cross-department, and external meetings to provide advice on data led projects and requests.
10. Promote and comply with North Wales Fire and Rescue Service policies and procedures in the delivery of services and the treatment of others.
11. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.

Supervisory Responsibility

None

Financial Responsibility

None

Contacts Outside Own Section

- Other departments of NWFRS
- Local authorities
- Other fire and rescue services/authorities

- Other emergency services
- Welsh Government
- Home Office
- Universities

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

Welsh Language Level 2 (if not already achieved)

Other

This role supports agile working, which includes flexible and remote working from home or an office location.



Person Specification

Qualifications, Knowledge, Experience	Essential
	The qualities without which a post holder could not be appointed
	Educated to degree level or equivalent, and/or hold a professional qualification in a related discipline, and/or have relevant experience.
	Knowledge of relational databases, database schemas and data extraction techniques.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
Skills	Knowledge of applications such Microsoft Power Query and Power BI.
	Experience of working with location data.
	An understanding of a variety of different research methods.
	Essential
	The qualities without which a post holder could not be appointed
	Experience of using Microsoft 365.
Ability to transform data into useable information.	
Capable of working under pressure and on own initiative.	
Ability to pay attention to detail and demonstrate accuracy whilst working to deadlines.	
Excellent communication and presentation skills.	
Ability to work confidentially.	
Capable of coming up with creative solutions to problems.	
Desirable	
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
A current valid driving licence and the ability to travel to other Service locations as necessary.	

*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

The application form can be found on the [Current Vacancies](#) page of our website.

Completed application forms should be submitted by email to recruitment@northwalesfire.gov.wales for further information.

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.

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.

When completing your application, please familiarise yourself with the Job Description and the Person Specification within the recruitment information pack so you understand the role and what the essential qualifications, skills and attributes for the role are. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

Make sure you submit your application before the closing date as late applications will not be accepted.

Further information

If you have any questions regarding this role or would like an informal chat before applying please call Gary Ashton, Corporate Planning and Performance Manager on 07557 531 167.

Closing date

12:00 on 29/01/25

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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