



Gwasanaeth Tân ac Achub
Fire and Rescue Service



ICT Department **ICT Customer Service Manager** Recruitment Information Pack



Welcome from Helen MacArthur, 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.

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

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

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

At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. Technology is a critical component in how North Wales Fire and Rescue Service support the delivery of its day to day activities.

We are looking to appoint an ICT Customer Service Manager, who will be responsible for ICT support to join the ICT department based in Conwy.

The successful candidate Post holder will assist the Head of ICT in maximising the benefit of the Service's investment in technology. They will manage a team of technical staff, help share knowledge, bring new skills and create resilience within the team. As ICT underpins all areas of the Service, effective support for the users of this technology is essential in order for the Service to maximise its ability to meet all objectives.

For the Service to realise the benefits of its investment in technology, the successful candidate will provide support to users with a range of skills and abilities across all sectors of the Service. They will need to hold a degree level qualification in a related subject and/or have relevant experience in IT service management. They will also need to hold a project management qualification such as PRINCE2 or have experience delivering projects against a recognised framework.

The successful candidate will have the ability to motivate and develop staff, to make decisions and use initiative without immediate access to supervisory management. They will undertake and lead meetings with internal departments and stations, suppliers and supporting agencies, as well as associated government departments, emergency services and local authorities.

Applicants should note that the team are located in Conwy but the nature of the role means you may be required to work at different fire service locations, therefore some travel to other locations within the Service area may be required.

Please note that this post is subject to a successful Police Vetting check and satisfactory references.





What we can offer you

Pay

Grade 08

Base Salary: Starting at £36,648 per annum, rising to £39,186 per annum

Hours of work

This position is based on working 37 hours per week, Monday to Friday.

Location of work

The base location is in Conwy with the potential to undertake some work remotely or from alternative fire service locations, therefore a travel to other locations within the Service area will be required, using a pool vehicle. A full current UK driving licence is essential for this role.

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.



What we can offer you (cont.)

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	ICT Customer Service Manager
Department	Information Communications Technology
Reports to	Head of ICT
Location	Conwy

Overall Job Purpose

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. To support and develop IT, communications, and multimedia services.

Principal Duties and Responsibilities

1. To report to and assist the Head of ICT in the effective running of the ICT Department. Deputise for the Head of ICT as and when required.
2. Research and procure innovative technological solutions to meet business needs. Using technical knowledge, design and develop large scale information systems, including bespoke fire service technologies.
3. Quality assurance of the ICT services ensuring that targets and deadlines are met.
4. Monitoring and Forecasting expenditure of the ICT budget, ensuring the Service receives best value for money.

5. Ensure procurement regulations are followed, following frameworks or tenders as appropriate.
6. Regular meetings with suppliers and contractors to address areas such as technical improvement, project planning, service level and equipment performance.
7. Liaise with Service managers to provide an escalation path for ICT problems that cannot be resolved by ICT officers or engineers.
8. Align ICT operations to recognised best practice and audit requirements.
9. Attend seminars, presentations and evaluations as directed by the Head of ICT.
10. Provide an ICT lead for Service projects.
11. Formulate risk assessments. Create policies and procedures.
12. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service, including participating in the on-call rota.

Specialist Duties and Responsibilities - ICT Support

1. Management of the day to day provision of information technology, communications and multimedia services.
2. Management and performance monitoring in connection with the Service's ICT equipment.
3. Co-ordinate the resolution of hardware and software defects.
4. Maintenance of the asset database.
5. Manage and support radio, alerting and Station End Equipment.

Specialist Duties and Responsibilities - Digital Transformation

1. Engage with strategic leads, inspiring them to rethink their business processes to improve efficiencies through effective use of the ICT offerings. Use persuasive negotiation skills to challenge existing ways of working with a view to redesign and streamline processes so they are fit for purpose, accurate and lean.
2. Develop and maintain the digital transformation agenda. Manage a forum to collect, evaluate and approve ideas from citizen developers. Manage a champions program to promote Service wide technical proficiency.
3. Develop strong relationships with senior stakeholders to foster a commitment to the project and to enable the resources needed to sustain adoption. Balance the available project resources against the service demands, managing conflicts arising from competing expectations.
4. Engage with stakeholders, map business processes, define use requirements and analyse these to identify which project management framework is most suitable.
5. Supervise and guide the allocated project teams, ensuring cohesive collaboration and efficient progress towards project milestones.
6. Oversee risk management and mitigations, document and implement lessons learned to improve future project performance.
7. Identify ICT Training needs within the service. Develop and maintain an ICT training strategy. Oversee and quality assure the production of lesson plans. Deliver and evaluate the effectiveness of the plans, ensuring the delivery caters for accessibility and inclusivity requirements.

Supervisory Responsibility

Supervision and development of a team of ICT Officers.

Supervision of third-party suppliers for the provision of ICT equipment, service management and consultancy, including the instructing, advising, and checking of completed work.

Financial Responsibility

Delegated financial responsibility of £20,000.

Contacts Outside Own Section

All internal departments and stations.

Government Departments, other Emergency Services and Agencies.

Third party suppliers of ICT hardware, software, and services.

Working Conditions

Working indoors, and outdoors, may be required to work at different fire service locations 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 the postholder can;

Understand the gist of conversations in work. Respond to simple job-related requests and requests for information. Ask simple questions and understand simple responses. Express opinions in a limited way if the topic is familiar. Understand instructions when simple language is used.

Employment Checks/Specific Requirements

NPPV Level 2 security clearance.

Mandatory Training

Leadership training. IOSH. Technical training as required.

Other

Any participation in a working pattern that requires hours to be worked outside of the normal working week, as agreed with the post-holders Line Manager, attracts an 8.5% enhancement to salary.



Person Specification

Qualifications, Knowledge, Experience	Essential
	The qualities without which a post holder could not be appointed
	Degree level qualification in a related subject and/or experience.
	Previous experience within an ICT environment.
	Previous staff management experience.
	Experience delivering projects, or holds a suitable Project Management Qualification such as Prince2 Practitioner.
	Good working knowledge of current Microsoft systems and applications.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Experience of working in an emergency service environment.
ITIL Qualification.	
People Management Qualification.	
Skills	Essential
	The qualities without which a post holder could not be appointed
	Ability to make decisions and use initiative without immediate access to supervisory staff.
	Ability to motivate and develop staff.
	Excellent communication skills.
	Ability to drive and possess a full current driving licence.
	Self-motivated individual.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Flexibility in hours of work.
Welsh speaking.	

*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 all the essential criteria.



Welsh Language Skills

Level 2

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.
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.

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

Closing Date

12:00 on 13/09/2024

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, 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 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 Steve Morris, Head of ICT on 01745 352774

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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