



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



# **ICT Department Digital Transformation 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 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.

The ICT Support team are managing an ambitious programme of work supporting the implementation of a number of ICT projects, including M365, migration to windows 11 and many others, whilst also providing day to day support to all users. Working as part of the ICT support team, the Digital Transformation Officer will be key to ensuring the transition of the projects run as smoothly as possible to minimise disruption to users.

With the implementation of new systems and software being a key part of the work being undertaken at this current time, we need to ensure our users are trained and supported with the changes. You will be responsible for producing user guides and training video content as well as holding classroom based and virtual training sessions to provide users with the required knowledge. Additionally, when the project transition is complete, you will be responsible for handing over to the business-as-usual support team.

The successful candidate will be responsible for developing systems and supporting departments through streamlining their processes. With a strong focus on user support and engagement, you will be an effective communicator with the ability to provide technical information in an accessible and inclusive way to ensure understanding when providing support or training.

You will work independently on tasks and projects but supported by a team that shares knowledge and best practice to ensure success. Two days are rarely the same, one day you can be delivering training at a fire

station on new initiatives, another day you're helping a department review and improve their processes, making the most of the technology available to them. Being a small team too, there's overlap so you'll generally get involved will all areas of the support team and maintaining our IT, communications and multimedia services.

Even though ICT isn't in the public eye, technology underpins every part of what the Service does. That means keeping ICT systems working as a well-oiled machine 24/7 so North Wales Fire and Rescue Service can continue to make a real difference to saving lives in our communities. Whilst many of our staff work on a retained or on-call basis and only attend their workplace one evening per week, we still need to ensure they are supported too. Therefore, flexibility is required to undertake evening work involving a weekly Station visit and two evenings providing virtual support; this will attract an additional 8.5% allowance and a Service pool vehicle will be made available.



# What we can offer you

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## Pay

Grade 06

Base Salary: Starting at £29,269 per annum, rising to £32,076 per annum

The role attracts an 8.5% allowance for undertaking out of hours working; the salary is then £31,757 to £34,802 per annum inclusive.

## Hours of work

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

There will also be a requirement for the postholder to work flexibly to a non-standard pattern of work in order to undertake evening work. This will involve a weekly Station visit and two evenings providing virtual support and training to on call staff. Once commenced, this will attract an additional 8.5% allowance.

## Location of work

The base location of the team is in Conwy, but the nature of the role means you will be required to work at different fire service locations, therefore 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.

## 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>	Digital Transformation Officer
<b>Department</b>	ICT Department
<b>Reports to</b>	Support Manager
<b>Location</b>	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. Effectively communicate technical information in an accessible and inclusive way, offering advice, guidance and training tailored to the circumstances. Produce technical supporting documentation.
2. Produce video content for training purposes, compose basic lesson plans, hold classroom based and virtual training events
3. Introduce new technologies and initiatives to all staff. Deliver face to face training to front line staff, including drill nights on an average of one evening per week. Discuss ideas, gather feedback and act as a liaison with the other ICT teams.
4. Assist the ICT team with the implementation of new initiatives. Investigate and develop cost effective technological solutions. Be fully involved in integration issues relating to both information

technology and communications. Provide technical advice and support for large scale organisational projects and Service Management Reviews.

5. Liaise and work closely with all members of ICT department in order to deliver practical and timely solutions to unexpected events or failure of services. Identify system problems and suggest possible solutions. Carry out system testing and implementation.
6. Represent the Department and Service in meetings, seminars, presentations, training and development courses, both locally and regionally.
7. Support, maintain and develop of a variety of information systems. Install, remove and replace software, hardware and alerting / radio systems in buildings and vehicles, using external partners where appropriate.
8. Report and coordinate the repair of defects, and development of products using approved external partners.
9. Ensure the integrity of data security is maintained whilst delivering ICT initiatives
10. Develop, Support and maintain mobile technology to provide mobile working
11. Undertake other duties as necessary to meet the needs of the Service, including visiting other sites.

## Supervisory Responsibility

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

None

## Contact Outside Own Section

All internal departments and stations

Suppliers and contractors

Members of the general public.

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 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

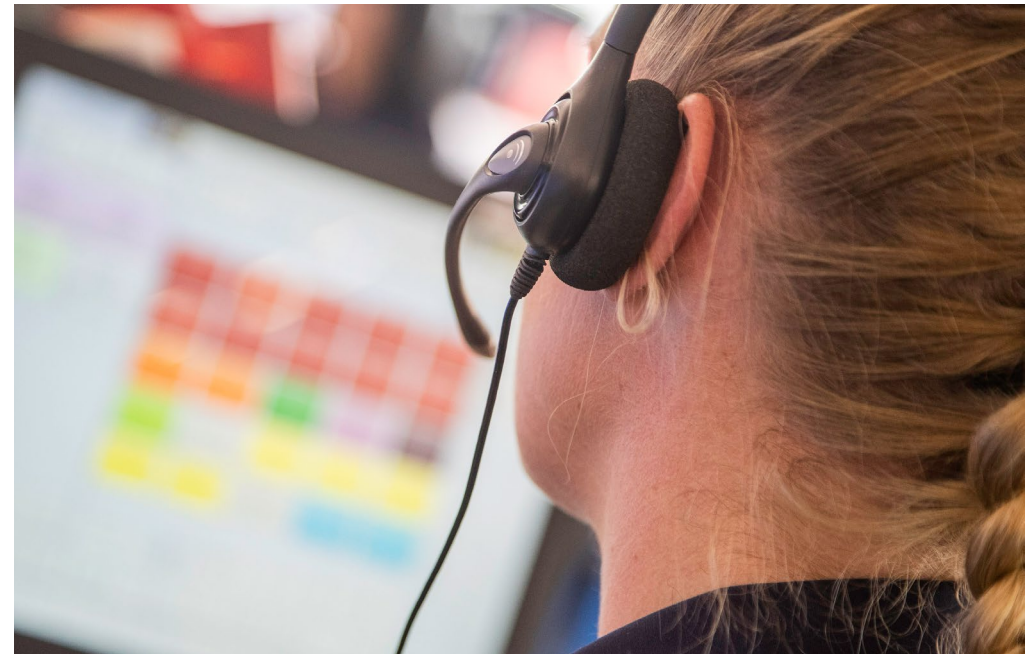
None

## Mandatory Training

The Service will provide project management training.

## Other

Hours will be worked flexibly to provide assistance to staff in the evenings on average of once a week as agreed with your Line Manager, which attracts an 8.5% enhancement to your salary.



# Person Specification

<b>Experience and Competency Required</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Educated to NVQ level 4 or equivalent in a related subject, or equivalent experience either within an ICT or a Training environment. Good working knowledge of current Microsoft systems and applications.
<b>Skills</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Ability to work independently on their own initiative and as part of a team
	Ability to work confidentially
	Ability to communicate effectively and train or educate others.
	Ability to drive and possess a full current driving licence.
	Ability to meet deadlines and work under pressure.
	Self motivated individual
	Flexibility in hours of work
	<b>Desirable</b>
Extra qualities which can be used to choose between candidates who meet all the essential criteria	
Ability to speak Welsh	

\*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

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 Steve Morris, Head of ICT on 01745 352774

### Closing date

**12:00 on 17/06/2024**

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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