Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION
PACK

www.mawwfire.gov.uk

Introduction

Dear Applicant,

Thank you for your interest in joining Mid and West Wales Fire and Rescue Service.

My vision is for our Service 'to be a world leader in emergency response and community safety.' Whilst we have a proud track record of achievement, we know that there is always room for improvement.

When people think of a career in the Fire and Rescue Service, they tend to think of Firefighters responding to emergency incidents, but it's not just Firefighters who make mid and west Wales a safer place.

Behind the operational scene, the Service has a large range of other posts within different departments which are either office based or in our workshops, and we employee people in professional, technical, and administrative roles.

Without corporate support functions in place to provide the systems, processes and technology, the Service would not be able to deliver the best possible service to our communities.

If you're looking for a career with variety, a challenge, and opportunities for progression, along with all the benefits you'd expect from a key public service organisation, then why not consider joining us in one of our specialist or administrative support functions.

Thank you and good luck

Roger Thomas
Chief Fire Officer, *Head of Paid Service*

EIN GWELEDIGAETH
I ddarparu'r gwasanaeth gorau posibl i gymunedau Canolbarth a Gorllewin Cymru.

OUR VISION
To deliver the best possible service for the communities of Mid and West Wales.

#EichGTACGC   **#YourMAWWFRS**

BEHAVIOURS

✔ **Be Accountable**

✔ **Be Respectful**

✔ **Demonstrate Integrity**

✔ **Be Impartial**

✔ **Be Ethical**

Candidates will be assessed against these behaviours throughout the recruitment process.

ENABLERS

Our people

Corporate Social Responsibility

Leadership and Management: Governance, decision making and continuous improvement

Digital and Information Communications Technologies Strategy

Financial Resilience

Partnerships and Collaboration

About the Service

we cover
4500
square miles
(11,700 km^2)
of Wales
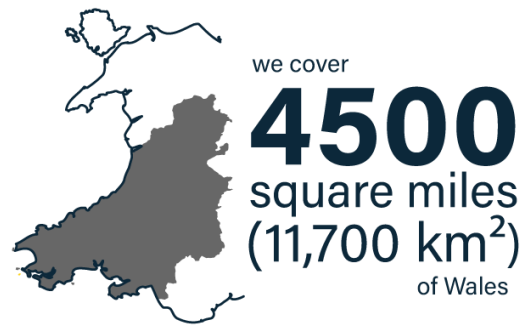
The Service was created in 1996 by the Local Government (Wales) Act 1994, following the merger of Dyfed, Powys and West Glamorgan Fire Brigades Mid and West Wales Fire and Rescue Service covers the following County Council areas:
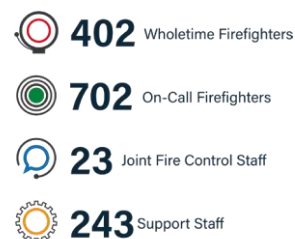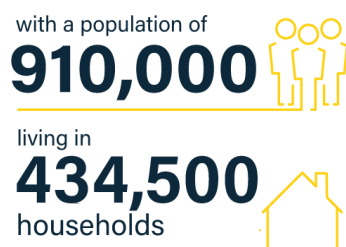
The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km^2 (4,500 square miles), with 650km of coastline. With its Headquarters in Carmarthen, the Service employs 1300 staff, with a little over a 1100 of those based in one of 58 stations spread across three Divisions. The Service has the third highest population sparsity in England and Wales and there are 900,000 people that live within our Service area. This number increases to over 2 million as a result of tourism through the summer months.

It is the third geographically largest Fire and Rescue Service in the United Kingdom, behind the Scottish and Northern Ireland Fire and Rescue Services. This in itself presents a range of different challenges.

There are a variety of risks found within the Service area, ranging from the petrochemical industries in Milford Haven, to the risks associated with heavily populated areas such as Swansea and Neath Port Talbot. There is also a large farming community and many other light industries throughout the area.

These, together with an extensive coastline and inland waterways, form some of the specialised risks found within the Service.

with a population of
910,000
living in
434,500
households

we run
58
fire stations
with
1350
staff

402 Wholetime Firefighters
702 On-Call Firefighters
23 Joint Fire Control Staff
243 Support Staff

Benefits

Working for the Service opens the door to a whole portfolio of benefits which can enhance your lifestyle both now and into the future.

Competitive rates of pay -
recently reviewed to ensure fairness across all roles; with annual increments to the top of your salary band, as you build knowledge and experience.

Local Government Pension scheme -
A generous pension scheme, with the Service making a substantial contribution (currently 15.2%) to funding your retirement, as well as the option to increase your benefits by purchasing additional pension or investing in Additional Voluntary Contributions (AVC).

Generous Annual leave –
26 Days plus bank holidays, going up to 33 days after 5 years employment.

Flexi Scheme –
Opportunity to flex your working hours to help accommodate life outside of work.

Free on-site parking   Cycle to Work   Staff Discount scheme   Health and Wellbeing

- Access to Blue Light Card discount scheme
- Car Leasing Salary Sacrifice scheme
- Let's Connect IT equipment loan scheme

- Sports and Social Club
- Firefighters Charity

A Working Environment
Shaped by our Values

Committed to Equality and Diversity -

Equality, diversity and inclusion is at the heart of what we do as a Service and are values which sit at the core of our organisational processes, practices and culture.

As a service, we are committed to identifying, understanding, and eliminating all barriers that prevent access to services, information, and employment.

The Service currently has a small number of internal employee networks / forums in place, which play an active role in:

- Championing issues for employees;
- Contributing to the organisation's diversity and inclusion agenda;
- Advising on policy development;
- Improving the work environment for employees

Committed to reducing our Environmental Impact -

We recognise that our operations have an effect on the global and local environment and are committed to minimising adverse environmental impacts within financial, operational and resource constraints.

In our race to Net Zero Carbon Status by 2030, the Service has set itself targets that align with the Welsh Government route map for decarbonisation across the Welsh public sector.

The Service has achieved Level 5 Green Dragon Environmental Standard accreditation for the 8th year in a row.

#CARBONZERO30

Job Profile

Salary: £36,124 - £ 37,938

About this Job

This role provides a great opportunity for someone with a mix of high-level ICT, network and critical comms skills. You will be working for an innovative and exciting organisation with plenty of daily challenges, including investigating new technologies to research and implement. You will also have an amazing feeling of self-achievement as you assist with the crucial aim of using technology to ensure that firefighters can get to an incident as quickly as possible.

You will be working in the ICT Operational Systems Team, under the ICT Operational Systems Manager, which has a responsibility for ICT across all our fire stations, appliances, commands and parts of our 999 control room.

You will become the subject matter expert in specialist emergency services platforms such as radio communications and incident mobilisation tools. This role will represent the department and service where joint collaboration with other emergency services is required and so a confident and thoughtful approach will be required. You would also be responsible for liaising with external contractors and suppliers, planning the rollout of ICT projects within your area of responsibility and ensuring that vehicles are fitted with the right equipment, at the right time, to roll out to the stations.

This position is a great opportunity for an advanced ICT technician, ideally with experience working within fire or other blue light services, in a technical capacity.

The Person

Qualified and experienced candidates must be able to function both independently and as part of a team across a large rural area. The ideal candidate should demonstrate well-rounded expertise in ICT support, with a particular focus ideally on networking and radio-comms experience, preferably in an emergency comms arena such as a blue light service.

General ICT skill sets such as PC, Laptop, Tablets, Mobile, VOIP, MFD, project planning, setup, configuration, ICT security, maintenance, troubleshooting are all part of the role, with good experience of end-user support. A creative mindset and customer-focused attitude are essential to inspire positive performance and foster continuous service improvement.

You will represent the ICT department in various meetings engaging with all levels of stakeholders utilising professional and proficient communications. Your role in this position will be vital in driving innovative solutions to technology challenges and ensuring that the Mid and West Wales Fire and Rescue Service's ICT operations run smoothly and effectively. If you are looking for an environment where you can leverage your technical skills and creativity to make a tangible difference, this role is for you.

Job Description

TITLE OF POST:	ICT Operational Support Officer
LOCATION:	Service Headquarters, Carmarthen
RESPONSIBLE TO:	ICT Operational Systems Manager

SCHEDULE OF RESPONSIBILITIES	RESPONSIBLE TO
1. Providing ICT Support, resolution or escalation for issues assigned to you from the helpdesk	ICT Operational Systems Manager
2. Providing ICT Support, resolution or escalation for issues on the helpdesk where necessary or when other members are unavailable	ICT Operational Systems Manager
3. Keep the helpdesk up to date with updates, timescales or re-assignment as required to ensure the end user is fully informed	ICT Operational Systems Manager
4. Recognise ICT solutions for Service issues and escalate them to the relevant team	ICT Operational Systems Manager
5. Keep the ICT inventory system up to date with all new, changed and remove items and ensure adequate stock is maintained	ICT Operational Systems Manager
6. Oversee, assist and liaise with external contractors	ICT Operational Systems Manager
7. Liaise with external suppliers as required including purchasing, deliveries and warranty issues	ICT Operational Systems Manager
8. To address all housekeeping requirements including safety inspections for the ICT workshop, server rooms at HQ and ICT Rooms Service wide as assigned to you.	ICT Operational Systems Manager

9.	Undertake/assist with ICT Department EOY Financial stocktake	ICT Operational Systems Manager
10.	To lead and assist project work when required across all teams	ICT Operational Systems Manager
11.	Support ICT project planning and coordination	ICT Operational Systems Manager
12.	Assist the ICT Operational Systems Manager with requests relating to the Joint Fire Control Centre	ICT Operational Systems Manager
13.	Visiting the Commands on a regular basis, if required, as determined by the ICT Operational Systems Manager or Head of ICT to provide pro-active support and advice	ICT Operational Systems Manager
14.	Providing ICT Support, primarily for the stations, commands, Joint Fire Control, Earlswood and operational systems at HQ	ICT Operational Systems Manager
15.	Visiting stations to perform ICT maintenance, installations and configurations as required	ICT Operational Systems Manager
16.	Overseeing and assisting the ICT Technicians assigned to the Operational Systems Team in implementing, configuring and maintaining ICT hardware, infrastructure and software	ICT Operational Systems Manager
17.	Planning the rollout of ICT projects as directed by the ICT Operational Systems Manager and forecasting resource requirements as necessary	ICT Operational Systems Manager
18.	Install sockets, racks and associated equipment safely and neatly according to ICT department or Service standards.	ICT Operational Systems Manager
19.	PC, Laptop, Tablets, Mobile, VOIP telephone, MFD, printer and other devices planning, setup, configuration and maintenance	ICT Operational Systems Manager
20.	Providing and delivering training to end users in the stations and commands as required	ICT Operational Systems Manager
21.	Provide guidance and help to support the station ICT procedures including use of Office 365 and Password policies	ICT Operational Systems Manager
22.	Regularly test, troubleshoot and rectify issues with station end mobilising equipment or the bearers feeding it	ICT Operational Systems Manager

23. Ensure any battery backup systems are maintained, tested and regularly replaced to ensure they are properly working	ICT Operational Systems Manager
24. Configuring, maintaining and delivering new and replacement callout alerting devices and systems, including associated training which may be required	ICT Operational Systems Manager
25. Support, configuration and maintenance of the MDT hardware and software, including gazetteer and map updates	ICT Operational Systems Manager
26. Ordering and updating of mapping based products used across the Service.	ICT Operational Systems Manager
27. Support, configuration and maintenance of the station radio communication systems	ICT Operational Systems Manager
28. Support, configuration and maintenance of communication links to the Joint Fire Control centre	ICT Operational Systems Manager
29. Support, configuration, maintenance and administration, including documentation, of Airwave and ESN communication devices, channels and callsigns	ICT Operational Systems Manager
30. Be the named custodian of the Airwave devices used within the Service including storage and overall control of that equipment	ICT Operational Systems Manager
31. Organise the installation, deinstallation, documentation and supplies require for communication device and infrastructure on Service vehicles	ICT Operational Systems Manager
32. Helping to deliver new projects from the development team to the operational staff	ICT Operational Systems Manager/ICT Training Officer
33. Assist with partner agencies where they require a technical connection to our service infrastructure	ICT Operational Systems Manager
34. Provide advice and experience with technical aspects of end-to-end delivery of comms relating to call outs	ICT Operational Systems Manager
35. Supporting and procuring deinstalls and reinstalls of critical communication equipment on Service vehicles	ICT Operational Systems Manager

36.	Provide first-line remote and in-person IT support to Operational Personnel	ICT Operational Systems Manager
37.	Represent the department in key working groups including multiple levels at our shared multi agency 99 control room (JPSC) and in key technology vendors user forums (E.G. Airwave, Airbus etc)	ICT Operational Systems Manager
38.	Be the key point of contact for JPSC technical issues including mobilisation issues	ICT Operational Systems Manager
39.	Produce and consult on key technical solutions and network architecture in the JPSC	ICT Operational Systems Manager
40.	Support, configure and maintain the MDT system, including servers and architecture, gateways and related software	ICT Operational Systems Manager
41.	Provide out of hours on-call cover if required	ICT Operational Systems Manager

GENERAL RESPONSIBILITIES

1.	Help to ensure that the SLA for the department is monitored and adhered to where practical for your role	ICT Operational Systems Manager
2.	To attend technical training and system familiarisation courses as and when required (including the requirement for overnight stays)	ICT Operational Systems Manager
3.	Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT	ICT Operational Systems Manager
4.	Ensure all areas of the office, workshop and storage areas are kept clean and tidy, all stock is correctly labelled and, where appropriate, disposed of quickly through service policies	ICT Operational Systems Manager
5.	Ensure staff are compliant with the ISPD and that all work carried out is done with respect to the policy and other Service policies such as Data Processing policies	ICT Operational Systems Manager
6.	To comply with health and safety guidelines and all other Service employment related policies	ICT Operational Systems Manager

7.	To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities	ICT Operational Systems Manager
8.	Ensure any ICT requests for support are logged to the ICT helpdesk.	ICT Operational Systems Manager
9.	To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing	ICT Operational Systems Manager
10.	Have a full driving licence. Be able to drive at all times in a safe and secure manner	ICT Operational Systems Manager
11.	Helping to ensure the current Service objectives are delivered and reported upon	Head of ICT
12.	Help with any Audits of the department, systems or Software as required	Head of ICT
13.	Complete regular self-directed learning as required for your role or as directed by the Head of Department to ensure you have continuous personal development	Head of ICT

Person Specification

TITLE OF POST:	ICT Operational Support Officer
LOCATION:	Service Headquarters, Carmarthen
GRADE:	08
DEPARTMENT:	ICT

QUALIFICATIONS/VOCATIONAL TRAINING/ COMPETENCES

	ESSENTIAL	DESIRABLE	ASSESSMENT
1. Industry training in networks, routing and associated technologies		✔	Application form and Certificates
2. Recognised industry Networking Qualifications		✔	Application form and Certificates
3. A levels and/or Degree in an ICT subject		✔	Application form and Certificates
4. Full Driving Licence	✔		Application form

KNOWLEDGE

	ESSENTIAL	DESIRABLE	ASSESSMENT
5. Good Knowledge of Networking hardware and infrastructure including Routers, Switches, Firewalls, Gateways, Access Points	✔		Application form and Interview
6. Excellent knowledge of network and data security and maintaining security	✔		Application form and Interview

7. Knowledge of wireless communication devices such as digital radios.		✓	Application form and Interview
8. Knowledge of emergency service in-vehicle devices		✓	Application form and Interview
9. Knowledge of emergency control rooms and the technologies they use		✓	Application form and Interview
10. Good knowledge of running successful evaluations and running effective projects	✓		Application form and Interview
11. Excellent knowledge of basic ICT devices such as PCs, Printers, VOIP telephone etc – configuring, maintaining and troubleshooting and end user support	✓		Application form and Interview

EXPERIENCE

1. Experience working with and getting the best out of contractors and suppliers	✓		Application form and interview
2. Experience sitting in meetings at a high level and being able to make reasoned and informed decisions	✓		Application form and interview
3. Experience in troubleshooting and maintaining network, system and desktop devices		✓	Application form and interview
4. Installation of communication devices in vehicles and other in-vehicle installations	✓		Application form and interview

JOB RELATED / PERSONAL SKILLS

7. Ability to work to tight deadlines and to manage differing priorities estimating time and resources required effectively	✓		Application form and interview

COMMUNICATION SKILLS

8. English verbal and written skills	✓		
9. Welsh verbal and written skills		✓	
10. Effective communication to management, staff, partner agencies and suppliers especially with technical subject matter	✓		
11. Work effectively in critical operational scenarios	✓		

In line with the Service's Recruitment and Selection procedure, a standard disclosure is required as a minimum for all roles.

Certain roles will be subject to increased levels of DBS check, dependent on the duties and responsibilities of the role, and as designated by the relevant Head of Command or Department.

Where a requirement for a higher level of DBS check has been identified the level and justification for this is specified below:

LEVEL: Standard, however due to elements of the role that involve work in Joint Control, there is also a requirement for the post holder to undergo Non-Police Personnel Vetting on commencement, and employment will remain subject to these vetting checks.

How to Apply

Closing Date: 15 May 2025

The information provided on the application form is key information that will be used in the short listing process. It is therefore important that the guidance notes below are followed when completing the application form. This will ensure all the relevant information is available to make a decision on whether you will be short listed for interview. Short listing will involve assessment of the details provided on the application form against the criteria outlined in the Person Specification provided.

Applications will be accepted in other formats where an applicant has difficulty completing the standard form as a result of disability.

What happens after you've sent in your application?

Once we've received your application, we will separate the equal opportunities monitoring form which will not form part of the selection process and will send the application form only to the shortlisting department. We will send an acknowledgement of receipt to all applicants.

Your application will then be assessed against the criteria (in a person specification) and the shortlisting panel will decide whether it can be shortlisted.

If you are not shortlisted for interview, you will be advised in writing, usually within six weeks of the closing date. If you have not heard from us by then, please contact us.

If you are shortlisted for interview, you will receive an email from us usually within 2-3 weeks of the closing date, advising the date, time and location of the interview. The email will also include details of assessment testing which is to be carried out and will continue the documentation which you are required to bring with you, if applicable to the role.

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