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

Leadership and Management: Governance, decision making and continuous improvement

Financial Resilience
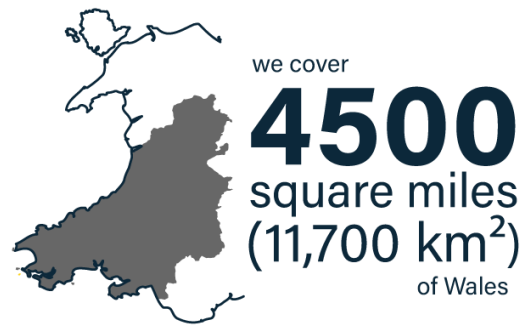
Corporate Social Responsibility

Digital and Information Communications Technologies Strategy

Partnerships and Collaboration

About the Service

we cover
4500
square miles
(11,700 km²)
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:
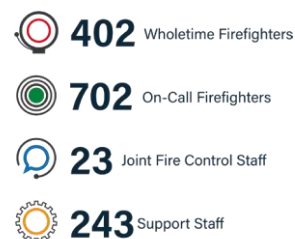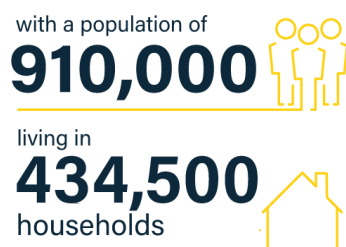
The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km² (4,500 square miles), with 650km of coastline. With its Headquarters in Carmarthen, the Service employs 1300 staff, with a little over a 1100 of those based in one of 58 stations spread across three Divisions. 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: £52,805 – 54,838

ABOUT THIS JOB

This role, based at the headquarters in Carmarthen, is at the core of the work required for one of the largest Fire Services in England and Wales, providing the critical technological backbone to the Service. We will reward you with great benefits, including generous pension, and you'd be part of the move into newly refurbished ICT offices in 2024 and you'd have the knowledge that the work you do will help save lives and help communities across Wales.

This is a full-time role working in the ICT department, reporting to the Head of ICT and filling the function of Deputy Head of ICT. As the manager for the ICT Business Systems Team you will be responsible for overseeing the systems and infrastructure across the Service area providing advice, knowledge and great ICT solutions to users.

Mid and West Wales Fire and Rescue Service pride themselves on their innovative approach to solving problems and utilising technology to enhance the way the employees can achieve results. With a mix of cutting edge and legacy technologies currently in place we will be looking to utilise ICT to retire older systems, introduce new systems fit for the modern workplace and streamline working processes with automated tools.

ICT within the Service is currently undergoing rapid change with some interesting projects being rolled out over the coming years. Some of these projects will create major positive change within the organisation and ICT will be at the heart of them, so it is a great opportunity for someone passionate and enthusiastic about ICT and who has a great work ethic.

The Mid and West Wales service area covers 12,000km of Wales. With 58 stations from Caldey Island in the South-West of Wales up to Llanfyllin in the North-East of Wales. Delivering ICT to these areas may require some extensive travel and stays away from home during the working week.

The Person
You will have a high level of cybersecurity knowledge with experience of securing systems from their inception and remedial security works.

This role requires great, general ICT skills, anda proven technical knowledge of networking, servers (physical and virtual, cloud and on-prem), software and hardware having delivered your own innovative ideas, that have brought about significant change in your previous positions. Critical to this role is sound leadership skills with strong people focus and the ability to put the team and organisation above yourself. Although you will be leading a team this role will be hands-on and will suit someone who enjoys the technical aspects of ICT. You will have good project management skills utilising various methodologies and the ability to create work plans with appropriate timescales and budgets.

Job Description

TITLE OF POST:	Deputy Head of ICT
RANK/ROLE:	Grade 13
POST REFERENCE:	-
LOCATION:	Service Headquarters, Carmarthen
RESPONSIBLE TO:	Head of ICT
MAIN PURPOSE OF JOB:	Managing the ICT Business Systems team and ensuring that their roles and responsibilities are carried out correctly, safely and to a high standard. Deputise for the Head of ICT when required.

SCHEDULE OF RESPONSIBILITIES	RESPONSIBLE TO
1. Help to ensure that the SLA for department is monitored and adhered to where practical for your role	Head of ICT
2. To attend technical training and system familiarisation courses as and when required (including with require overnight stays)	Head of ICT
3. Represent the ICT department in meetings, working groups and similar as required by the Head of ICT	Head of ICT
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.	Head of ICT
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.	Head of ICT
6. To comply with health and safety guidelines and all other Service employment related policies	Head of ICT
7. To undertake any other duties as directed by the Head of ICT or ELT commensurate with wider departmental responsibilities	Head of ICT
8. Ensure any ICT requests for support are logged to the ICT helpdesk.	Head of ICT
9. To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing	Head of ICT
10. Have a full driving licence. Be able to drive at all times in a safe and secure manner.	Head of ICT

11. Helping to ensure the current Service objectives are delivered and reported on	Head of ICT
12. Help with any Audits of the department, systems or Software as required.	Head of ICT
13. Ensure that all procurement is carried out in a manner that follows the Service procurement policy.	Head of ICT
14. 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
15. Deputise for the Head of ICT when the Head is unavailable for any reason	Head of ICT
16. Work closely with the Head of ICT to deliver the ICT strategy to the Business Systems Team	Head of ICT
17. Ensure continuous knowledge and oversight of the work of the Business Systems Support team so that there is effective transfer of knowledge and skills if required.	Head of ICT
18. Ensure that the members of the Business Systems team carry out their roles and associated tasks correctly and timely and ensure cover for required tasks due to staff absence.	Head of ICT
19. Evaluating ideas that are received or approved by ISAT/SLT/ELT and prioritising and planning the work within the Business Systems Support team.	Head of ICT
20. Provide Line Management to the ICT Business Systems Team including following all relevant Service Policies and Procedures	Head of ICT
21. Ensure all Helpdesk support requests that fall within the remit of the Business Systems Team are carried out promptly according to their priority level and the SLA with continuous updates as to progress	Head of ICT
22. Provide leadership and motivation to the ICT Business Systems team	Head of ICT

23. Ensure that the Main Service Systems and Software are working effectively	Head of ICT
24. Ensure any security issues raised by the ICT Security and Compliance Manager are dealt with effectively according to the level of risk that person has identified.	Head of ICT
25. Ensure all systems and software is configured and maintained securely	Head of ICT
26. Ensure systems have working disaster recovery and business continuity in place	Head of ICT
27. Help deliver and maintain new products and projects from other ICT teams relating to the Business Systems area	Head of ICT
28. Provide mentoring and support for ICT Business Systems team members	Head of ICT
29. Ensure that high standards of professional conduct are maintained with the department	Head of ICT
30. Work closely with other departments to ensure ICT provides help for projects and general operation of the Service	Head of ICT
31. Keep up to date with developments and news within ICT and the Fire Service sector across the UK and globally	Head of ICT
32. Create timely and well researched list of goods required for procurement throughout the year	Head of ICT
33. Provide support, help and guidance during critical ICT incidents, at all times.	Head of ICT
34. To provide ICT strategic advice and plans for the organisation	Head of ICT
35. To ensure ICT systems are working properly, effectively and are not restricting the work of Service personnel	Head of ICT

36. Ensure the work of the ICT Business Systems Team is effectively prioritised and managed	Head of ICT
37. Ensure complete and reliable documentation is maintained for Systems and Software handled by the ICT Business Systems Team, including effective change management	Head of ICT
38. Ensure there is a reasonable spread of knowledge within the ICT Business Systems Team and critical information such as passwords so that there is not a single critical reliance on one person.	Head of ICT
39. Be aware and risk-manage single points of failure with ICT systems and software.	Head of ICT
40. Liaise with third party suppliers for the provision of goods and services, ensuring any requirements are clearly specified and are fully carried out.	Head of ICT
41. Ensure any proposals from the members of the Business Systems team are well researched, properly costed with a well written report and follow all department and Service guidelines.	Head of ICT
42. Provide advice and experience to other managers within the department.	Head of ICT

Personal Specifications

TITLE OF POST:	**ICT Services Manager, Deputy Head of ICT**
LOCATION:	**Service Headquarters, Carmarthen**
GRADE:	13
DEPARTMENT:	**ICT Department**

QUALIFICATIONS/VOCATIONAL TRAINING/ COMPETENCES

	ESSENTIAL	DESIRABLE	ASSESSMENT
1. ICT Industry recognised qualifications		✔	Application form and Certificates
2. Recognised industry Project Management Qualifications such as Prince II and Agile		✔	Application form and Certificates
3. A levels (or equivalent) and/or Degree in an ICT subject		✔	Application form and Certificates
4. Full driving licence	✔		Application form
5. Leadership or management course for line management		✔	Application form

KNOWLEDGE

6. Great understanding of technical terms, ICT hardware and software, contemporary ICT best practices and understanding ICT specifications.	✓		Application form and interview
7. Good understanding of contemporary management practices and effective team leadership	✓		Interview
8. Good knowledge and hands-on technical administration of Servers (Physical and Virtual), Enterprise Software and Cloud/SaaS/IaaS systems	✓		Application form and interview
9. Good technical understanding Networking, Infrastructure, Network design, Networking devices	✓		Application form and interview
10. Great knowledge of cyber-security, including best practices, effective secure configurations, contemporary security risks and aligning to secure frameworks or standards	✓		Application form and interview
11. Great knowledge of Disaster Recovery, Business Continuity, Risk Management, Resiliency and Redundancy	✓		Application form and interview

EXPERIENCE

	ESSENTIAL	DESIRABLE	ASSESSMENT
12. Minimum of 8 years in an ICT role	✔		Application form
13. At least 5 years full time experience as a manager in an ICT department overseeing a significant remit of the work of ICT.	✔		Application form
14. Delivery of one or more large ICT projects where you had significant responsibility for the outcome		✔	Application form and interview
15. Experience of using you own ICT ideas to enact organisational change	✔		Application form and interview
16. Working hands-on with configuration of Microsoft systems, including most areas of Microsoft 365 Administration.	✔		Application form and interview

COMMUNICATION SKILLS

	ESSENTIAL	DESIRABLE	ASSESSMENT
17. English verbal and written skills	✔		Application form and interview
18. Welsh verbal and written skills		✔	Application form and interview
19. Effective communication to management, staff and suppliers especially for ICT Technical terms	✔		Interview

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

JUSTIFICATION:

PREPARED BY: Head of ICT   **DATE REVIWED:**   December 2023

How to Apply

Closing Date: 31 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.