



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

ENABLERS



Our people



Leadership and Management: Governance, decision making and continuous improvement



Financial Resilience



Corporate Social Responsibility

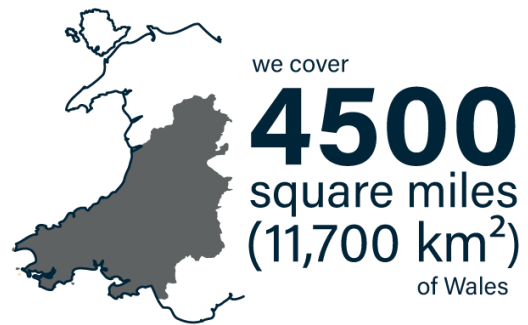


Digital and Information Communications Technologies Strategy



Partnerships and Collaboration

About the Service



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:



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Cyngor Sir Gâr
Carmarthenshire
County Council



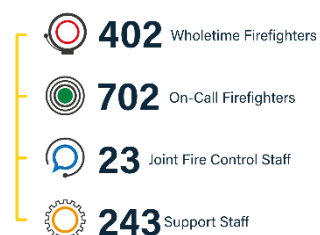
Powys

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.





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
- Subsidised canteen facilities
- 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: Grade 8 - £38,220 - £39,862

ABOUT THIS JOB

The ideal candidate is required to have good, professional experience in running ICT training courses for an audience of all levels of ICT proficiency – from total ICT beginners to experienced ICT Department colleagues.

This is very much a hands-on role which includes the responsibility for researching and producing training content for existing systems and new systems brought into the service by the ICT Department and especially the ICT solutions Team.

The Mid and West Wales service area covers 12,000km of Wales. With 58 stations in South West of Wales up to Llanfyllin in the North East of Wales.

Delivering ICT to these areas may require some extensive travel. A full driving licence is therefore essential as well as having your own vehicle (although pool cars are available for most travel).



Job Description

TITLE OF POST:	ICT Training Officer
RANK/ROLE:	Grade 8
POST REFERENCE:	
LOCATION:	ICT Department, Service Headquarters, Carmarthenshire
RESPONSIBLE TO:	ICT Manager
MAIN PURPOSE OF JOB:	<p>A key part of this role will be to produce engaging and easy to understand written guides, interactive content and video tutorials is essential, as well as being able to deliver training face-to-face and via video streams with engaging multimedia presentations.</p> <p>This post is responsible for providing ICT training to all new entrants – both operational firefighters and support staff. Crucially the Service is also committed to increasing the digital literacy of all staff and this will also be part of your remit.</p>



SCHEDULE OF RESPONSIBILITIES

RESPONSIBLE TO

Help to ensure that the SLA for department is monitored and adhered to where practical for your role.	Team Manager
To attend technical training and system familiarisation courses as and when required (including with require overnight stays).	Team Manager
Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT.	Team Manager
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.	Team Manager
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
To comply with health and safety guidelines and all other Service employment related policies.	Head of ICT
To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities.	Team Manage/Head of ICT
Ensure any ICT requests for support are logged to the ICT helpdesk.	Team Manager
To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing.	Team Manager



Have a full driving licence. Be able to drive at all times in a safe and secure manner.	Team Manager
Helping to ensure the current Service objectives are delivered and reported on.	Head of ICT
Help with any Audits of the department, systems or Software as required.	Head of ICT
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
Head of Department to ensure you have continuous personal development.	Head of ICT
Deliver technical training to groups of up to 50 people in an engaging manner and conducive to technical learning.	ICT Solutions Manager
Deliver training in a variety of ways, including face-to-face, interactive video conference training, webinars and pre-recorded video, to all staff levels in the organisation.	ICT Solutions Manager
Deliver training in a classroom (follow-along or set exercises) format.	ICT Solutions Manager
Utilise good literacy and design skills suitable for creating engaging and easy to understand documentation utilising elements such as flowcharts, diagram, screenshots, photos and text.	ICT Solutions Manager
Create multi-level training courses from scratch and deliver that training, including refresher courses to staff.	ICT Solutions Manager
Create video tutorials including screen recordings, voice over and basic video editing skills to create quality content.	ICT Solutions Manager



Understand new ICT related software, hardware and systems and translate that into documentation or training.	ICT Solutions Manager
Train ICT colleagues in the use of new software, new ways of using software or new systems so they are able to support end users.	ICT Solutions Manager
Ensure a knowledge and understanding of good security practices to ensure that it is given due prominence in ICT training and is easily understood by the participants.	ICT Security and Compliance Manager
Create functional quizzes in different formats to test competencies of trainees or assess levels of expertise.	ICT Solutions Manager
Seek out areas where efforts can be focussed to improve the ICT skillset of the organisation, through general organisational knowledge, focus groups or surveys.	ICT Solutions Manager
Responsibility for creating and running the ICT new user induction course for HQ support staff.	ICT Solutions Manager
Increase digital literacy and digital inclusion across the service.	ICT Solutions Manager
Utilise advance notices of new features to software systems, such as office 365, to determine the usefulness of those features for the organisation and then create a bulletin or training as appropriate to the use of those new features to the relevant personnel or departments.	ICT Solutions Manager
Work with other departments such as POD and Training to ensure alignment and best practice for delivery of ICT training.	ICT Solutions Manager
Manage, review and update training course and materials on a regular basis and as required.	ICT Solutions Manager



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MID AND WEST WALES FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

POST TITLE	ICT Training Officer
LOCATION	Service Headquarters, Carmarthen
POST NUMBER	
GRADE	Grade 8
DEPARTMENT	ICT
DBS CHECK	Standard

Please ensure you address each of the following requirements in your Application Form as they will be used for shortlisting purposes. You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Factor	Evidence	Essential/ Desirable	Assessment Method
Qualifications	A relevant qualification as an instructor or trainer	Essential*	Application form and Certificates
	A qualification in ICT specific training discipline	Desirable	
	University Level Degree	Desirable	
	Full Driving Licence	Essential*	Application Form
	Qualification in delivering ECDL or similar qualifications	Desirable	Application Form and Interview
Knowledge	A good understanding of technical terminology	Essential*	Application form and Interview
	A basic understanding of technical concepts including hardware, software and systems	Essential*	
	Ability to produce good quality training videos, including scripting and editing.	Essential*	
	Ability to produce clear and engaging technical guides and documentation for a wide range of skill and knowledge base	Essential*	
	A basic understanding of GDPR and ICT security	Desirable	



Experience	At least 3 years continuous experience as a trainer delivering courses on a regular basis	Essential*	Application form and Interview
	At least 2 years continuous experience delivering ICT training	Essential*	
	Ability to deliver seminar training face-to-face to up to 50 people	Essential*	
	Ability to deliver classroom training to group of 10+ people	Essential*	
	Ability to deliver pre-recorded and live training over video conferencing platforms such as Microsoft Teams	Essential*	
	Ability to create engaging multimedia presentations	Essential*	
Job Related / Personal Skills	Ability to work to tight deadlines	Essential*	Application form and Interview
	Ability to work effectively in a busy environment	Essential*	
	Ability to work as part of a team	Essential*	
	Ability to manage differing priorities effectively	Essential*	
	Enthusiastic and committed approach to providing a quality service and appropriate training solutions	Essential*	
	Ability to manage time effectively as well as estimating time and resources required effectively	Essential*	
Communication	English verbal and written skills	Essential*	Application form and Interview
	Welsh verbal and written skills	Desirable	
	Ability to communicate technical subjects well and with accuracy	Essential*	
	Great communication to management and staff ensuring that you create effective communication channels	Essential*	
	Working effectively with external suppliers of products and services	Desirable	



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 – HR Department

Date Reviewed – July 2025



How to Apply

Closing Date: 17 August 2025 at 16:30pm

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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