



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 deliver the best possible service for the communities of Mid and West Wales.*' 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

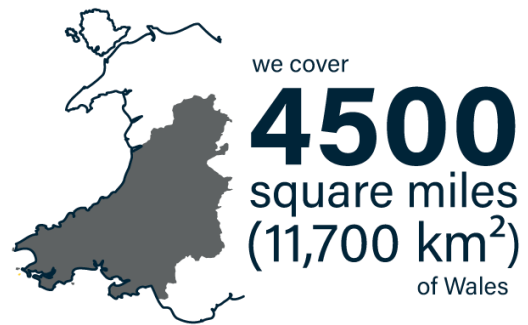


Digital and Information
Communications
Technologies Strategy



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



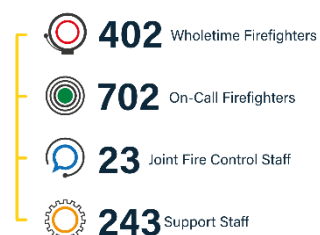
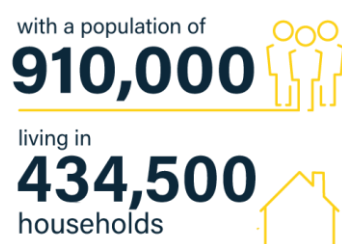
Powys

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 3 - £25,989 - £26,824 (Pro Rata)

ABOUT THIS JOB

Mid and West Wales Fire and Rescue Service is seeking applications from individuals for the role of part time Division Clerical Assistant within Western Division based at Haverfordwest Station.

The Role

We're seeking a proactive and highly organised individual to provide essential administrative support across the Division. In this dynamic role, you'll be the backbone of daily operations—managing communications, coordinating conference facilities, maintaining records, and supporting Station Managers and other key personnel. From handling mail and booking accommodation to assisting with PPE maintenance and requisitioning systems, your contributions will ensure the smooth running of divisional activities. If you're confident using office equipment, enjoy multitasking, and thrive in a collaborative environment, we'd love to hear from you.

This is a part time post working 15 hours per week (Thursday and Friday) with flexible hours in line with the Service's flexi-time scheme.

Enquiries

For further information regarding this post, please contact Senior Division Co-ordinator, Joanne Worsell on j.worsell@mawwfire.gov.uk



Job Description

TITLE OF POST:	Division Clerical Assistant (updated 25 April 2023)
RANK/ROLE:	Grade 3
POST REFERENCE:	
LOCATION:	Northern, Western, Southern Divisions.
RESPONSIBLE TO:	Senior Division Coordinator / Division Coordinator
MAIN PURPOSE OF JOB:	<p>The primary purpose of this role is to provide comprehensive administrative and operational support to the Division, ensuring the smooth and efficient functioning of divisional activities. This includes delivering high-quality clerical services to Station Managers, Station Liaison Officers (SLOs), and other divisional personnel, while maintaining effective communication and coordination across internal and external stakeholders.</p> <p>Key responsibilities span routine administration, reception duties, records management, mail handling, meeting support, and logistical coordination — all contributing to the delivery of a responsive, well-organised, and professional divisional environment. The role also supports procurement processes, system updates (e.g., CFRMIS), and facilities management, while assisting with divisional resources such as PPE and station supplies.</p> <p>This position is essential in upholding the operational integrity of the division, acting as a reliable point of contact and ensuring that all administrative functions are executed with accuracy, discretion, and timeliness.</p>



SCHEDULE OF RESPONSIBILITIES

RESPONSIBLE TO

Undertake all routine administration required by Station Managers, SLO's and Stations, to assist in the effective and efficient administrative support of the Division	Senior / Division Coordinator
Undertake receptionist/telephone duties for the Divisional area. To accurately record all messages by telephone and email or in person and ensure these are passed on to the appropriate person.	Senior / Division Coordinator
Assist with the management of conference facilities, liaising with internal/external stakeholders/partners	Senior / Division Coordinator
Sort and process all incoming mail. ensuring all outgoing mail is sent in a timely manner	Senior / Division Coordinator
To undertake filing duties with regards to the Divisional records including general upkeep and archiving of the filing system.	Senior / Division Coordinator
Use all office machinery and equipment including word processing, and personal computing systems and photocopier.	Senior / Division Coordinator
Arrange light refreshments for visiting parties/senior officers, if requested.	Senior / Division Coordinator
Meeting note taking, if necessary,	Senior / Division Coordinator
Support the Divisional Station Support post- holder in Agresso Requisitioning	Senior / Division Coordinator
Undertake tasks relating to CFRMIS and HFSC's for CS as required for relevant Divisional area.	Senior/Division Coordinator



Undertake tasks relating to CFRMIS and BFS letters for BFS as required for relevant Divisional area.	Senior/Division Coordinator
Any other duties that can be reasonably classified as general office duties, as agreed with the line manager	Senior / Division Coordinator
Support and implement the working requirements of other departments to support the objectives of the division, through their line manager's consent.	Senior / Division Coordinator
Assist in the Maintenance of the PPE to support the Division Station Support post-holder	Senior / Division Coordinator
Maintain stores/deliveries for stations to support the Division Station Support post-holder	Senior / Division Coordinator
Checking the Division Mailbox and actioning where necessary	Senior / Division Coordinator
Provide administrative support for the booking of accommodation using click travel as directed by the Senior / Division Coordinator	Senior / Division Coordinator
Maintenance of own skills relevant to job, including mandatory training modules	Senior / Division Coordinator



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MID AND WEST WALES FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

POST TITLE	Division Clerical Assistant
LOCATION	Western Division
POST NUMBER	
GRADE	Grade 3
DEPARTMENT	
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	5 GCSE's grade C or above, to include Welsh and/or English, and Mathematics and/or relevant experience RSA Stage I/II Typing/Word Processing Qualification Current Driving Licence	Essential* Desirable Essential*	Application form and Certificates
Knowledge	Knowledge of Microsoft Word/Excel and various other software packages	Essential*	Application form and Interview



Experience	Experience of day to day office and reception administration Experience of minute taking Experience in dealing with members of the public	Essential* Desirable Desirable	Application form and Interview
Job Related / Personal Skills	Ability to work under pressure Ability to work as part of a team Ability to respond effectively when working to deadlines	Essential* Essential* Essential*	Application form and Interview
Communication	Welsh verbal & written skills English verbal & written skills Good written and verbal communication skills	Desirable Essential* Essential*	Application form and 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: HR Department

DATE REVIEWED:



How to Apply

Closing Date: 28 September 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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