



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION PACK

mawwfire.gov.uk



Introduction

Dear Applicant,

Thank you for your interest in joining Mid and West Wales Fire and Rescue Service. My vision for our Service is 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 employ 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



Craig Flannery
Chief Fire Officer



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

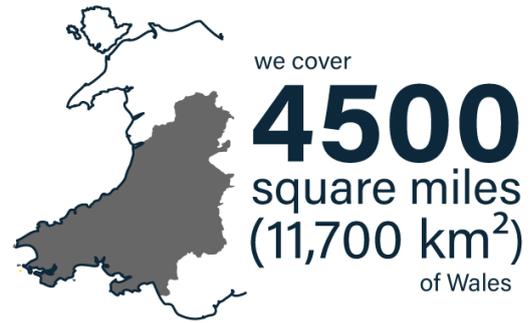
- ✔ Be Accountable
- ✔ Be Respectful
- ✔ Demonstrate Integrity
- ✔ Be Impartial
- ✔ Be Ethical

ENABLERS

-  Our people
-  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



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 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 in 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 fund 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: £37,280 - £39,152 Pro Rata

ABOUT THIS JOB

The successful candidate will provide high level, comprehensive, confidential, and proactive executive support to the Chief Fire Officer, Deputy Chief Fire Officer, the Clerk, Section 151 Officer, and members of the Executive Leadership Team, and will take responsibility for the running of the Executive Suite on a day-to-day basis.

The roles involve acting as a link between the Executive Leadership Team and other employees of the Service, and the Chair and Members of the Fire and Rescue Authority, the public, other organisations, and associations.

The successful individual will assist in building and maintaining these relationships as appropriate.

This is a part-time post working 15 hours per week.



Job Description

TITLE OF POST:	Executive Support Officer
RANK/ROLE:	Grade 8
POST REFERENCE:	
LOCATION:	Service Headquarters, Carmarthen
RESPONSIBLE TO:	Chief Fire Officer / Deputy Chief Fire Officer
	<p>To provide high level, comprehensive, confidential, and proactive executive support to the Chief Fire Officer, Deputy Chief Fire Officer, the Clerk, Section 151 Officer, and members of the Executive Leadership Team, and to take responsibility for the running of the Executive Suite on a day-to-day basis.</p> <p>To act as a link between the Executive Leadership Team and other employees of the Service, and the Chair and Members of the Fire and Rescue Authority, the public, other organisations, and associations. Assist in building and maintaining these relationships as appropriate.</p> <p>The range and type of activity will vary according to the organisational demands that prevail at any given time.</p>



SCHEDULE OF RESPONSIBILITIES

RESPONSIBLE TO

<p>1. To manage and be responsible for the provision of high level confidential and comprehensive support and administrative services for the Chief Fire Officer, Deputy Chief Fire Officer, the Clerk and members of the Executive Leadership Team, maintaining the utmost levels of confidentiality, discretion, and professional integrity.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>2. Act as a first point of contact for all verbal and written enquiries to the Chief Fire Officer and Deputy Chief Fire Officer along with members of the Executive Leadership Team as required, dealing with as many issues as possible either personally or by referring to the most appropriate person.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>3. In the absence of executive Leadership Team members, support and advise on a diverse range of corporate issues that can have a high impact on the Service. Acts on information following consultation with Executive Leadership Team members as appropriate and at times may have to address urgent issues and prioritise appropriately.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>4. To provide advice, guidance, and administrative support to Executive Leadership Team members on a wide range of matters, including protocol, prompting Executive Leadership Team members appropriately on actions that they need to consider or facilitate. Provides advice on protocols, policy, etiquette, and procedures.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>5. To process incoming mail and determine or undertake appropriate actions including redirecting enquiries or drafting responses where appropriate to ensure the smooth day to day running of the Office of the Executive Leadership Team. Issues can arise that are highly confidential and extremely sensitive and require the highest degree of integrity.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>6. To collate outgoing mail for members of the Executive Leadership Team for signature, ensuring it has been checked and is to the expected standard, whilst proof reading correspondence, documents, and reports as necessary.</p>	Chief Fire Officer / Deputy Chief Fire Officer
<p>7. Arrange internal meetings, prepare draft Agendas, take minutes, and type reports where relevant, ensuring these are produced accurately and to corporate style and ensure that they are distributed with related briefing information in accordance with specified timescales. To provide administrative support for Executive Leadership Team</p>	Chief Fire Officer / Deputy Chief Fire Officer



meetings and Service Leadership Team meetings, including administration of action trackers.	
8. Organise and manage diaries for the Executive Leadership Team, maximising their capacity and managing and coordinating extremely busy schedules on time. To make judgements relating to conflicting priorities and work demands to enable team members to deal with regular workflow as well as maintaining contingency time for urgent or unplanned actions.	Chief Fire Officer / Deputy Chief Fire Officer
9. To undertake and be accountable for project work for the Executive Leadership Team on specified topics, along with the production of data and reports to provide them with the necessary information on which to formulate views and make decisions. To also be responsible for the creation of documents which may relate to strategy, policy, precedents, procedures, or rules as required.	Chief Fire Officer / Deputy Chief Fire Officer
10. To process and code all corporate credit card purchases for the Executive Leadership Team via the recognised spend management system, paying particular attention to correct coding of tax and the recording of receipts.	Chief Fire Officer / Deputy Chief Fire Officer
11. To keep abreast of and undertake work related to the Executive Leadership Team's portfolios at local, regional, and national level, including coordinating all reports, agendas, and supporting papers for regional forums and meetings that they take the lead on. To attend such meetings and take minutes as required being aware of political, Organisational and business sensitivities.	Chief Fire Officer / Deputy Chief Fire Officer
12. To organise Executive Leadership Team attendance at conferences and seminars to include travel arrangements, hotel bookings, carparking, and including any overseas trips, flights, visas etc.	Chief Fire Officer / Deputy Chief Fire Officer



13. To ensure all work undertaken is compliant with relevant legislation and Service policies and procedures, keeping up to date with emerging technologies and best practice.	Chief Fire Officer / Deputy Chief Fire Officer
14. Provide comprehensive and confidential administrative support to the Chair of the Fire Authority in the absence of the Democratic Services Officer and Senior Officers as required.	Chief Fire Officer / Deputy Chief Fire Officer
15. Receive visitors and Elected Members of the Fire Authority on behalf of Executive Leadership Team members, maintaining the good image of the Service.	Chief Fire Officer / Deputy Chief Fire Officer
16. To undertake research to inform presentations and speeches and to assist Executive Leadership Team members in the creation and preparation of reports, speeches, and presentations. To draft and format correspondence and documents on behalf of Executive Leadership Team members.	Chief Fire Officer / Deputy Chief Fire Officer
17. To raise purchase orders as required for members of the Executive Leadership Team accurately process goods when they are received.	Chief Fire Officer / Deputy Chief Fire Officer
18. To arrange the provision of catering as required at various events and meetings hosted by the Service and contribute to the organisation of formal Service events.	Chief Fire Officer / Deputy Chief Fire Officer
19. To be accountable for and maintain a comprehensive and where appropriate, electronic, and paper confidential filing structure and document storage and retrieval system, including signed legal contracts and agreements to ensure that information and records are accurate and easily retrievable.	Chief Fire Officer / Deputy Chief Fire Officer
20. To act as a loggist when required to support the Executive Leadership Team members at Gold Command or significant incidents.	Chief Fire Officer / Deputy Chief Fire Officer
21. Have a flexible approach to coincide with the Executive Leadership Team's schedules.	Chief Fire Officer / Deputy Chief Fire Officer
22. To undertake all relevant training considered necessary to undertake the role of Executive Support Officer	Chief Fire Officer / Deputy Chief Fire Officer



23. Any further duties reasonably falling within the purview of the post, as requested by Executive Leadership Team members or other senior managers if required.

Chief Fire Officer / Deputy
Chief Fire Officer



Personal Specifications

TITLE OF POST:	Executive Support Officer
LOCATION:	Service Headquarters, Carmarthen
GRADE:	Grade 8
DEPARTMENT:	Executive

QUALIFICATIONS/VOCATIONAL TRAINING/ COMPETENCES	ESSENTIAL	DESIRABLE	ASSESSMENT
1. Recognised Business Administration qualification or equivalent or demonstrable experience in an administrative support environment.	✓		Application form and Certificates

KNOWLEDGE

1. Understanding of the role of the Fire Authority, its committees, panels and working groups.		✓	Application form and interview
2. To have a working knowledge of the Fire and Rescue Service and its relationships with other public sector bodies and Welsh Government Departments		✓	Application form and interview
3. To have knowledge and understanding of Data Protection rules and Regulations for the processing of sensitive and personal information	✓		Application form and interview



EXPERIENCE

	ESSENTIAL	DESIRABLE	ASSESSMENT
4. Experience of word processing and audio typing.		✓	Application form and interview
5. Demonstrable experience in Microsoft Office package.	✓		Application form and interview
6. Experience of working with all levels within a management structure.		✓	Application form and interview
7. Experience of managing and prioritising own workload, ensuring multiple, tight deadlines are met, utilising own initiative or as part of a team.	✓		Application form and interview
8. Proven abilities of working as a team member and maintaining a flexible and responsive approach to duties and working arrangements.	✓		Application form and interview
9. Experienced user of IT systems.	✓		Application form and interview
10. Experience of minute taking within a highly complex meeting structure or evidence of an ability to capture relevant information from formal or informal discussions.	✓		Application form and interview
11. Able to act within the confines of a confidential environment at all times	✓		Application form and interview
12. Working with others and accepts accountability for their own actions.	✓		Application form and interview



13. Prepare electronic Presentations	✓		Application form and interview
14. Previous experience of working in a large organisation, either within the private sector, or with a local government employer		✓	Application form and interview

JOB RELATED / PERSONAL SKILLS

15. Actively promote safe working practices with self and others.	✓		
16. Co-operate with employer and others.	✓		
17. Excellent interpersonal skills in order to communicate with and advise employees and members of the public.			
18. The ability to interpret and extract relevant information from various sources, and turn complex material into succinct, relevant and engaging reports.		✓	
19. The ability to work under pressure to tight deadlines, often having to prioritise to meet unexpected or changing workload.	✓		
20. The ability to advise, influence and persuade others, often at senior levels	✓		
21. To demonstrate continuous compliance to Service Policy in relation to Information Security.	✓		



COMMUNICATION SKILLS

22. The ability to speak Welsh is desirable.		✓	
23. Good written, oral and interpersonal skills including the ability to identify errors within documents to ensure quality.	✓		



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 Division 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: **DATE: June 2025**



How to Apply

Closing Date: 25 February 2026

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 shortlisted 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 an 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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