



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 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



A handwritten signature in black ink that reads "Craig Flannery". The signature is fluid and cursive.

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

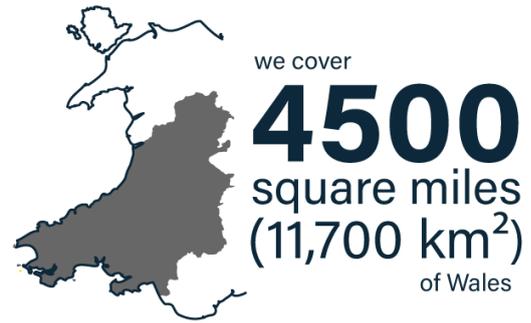
- ✓ Be Accountable
- ✓ Be Respectful
- ✓ Demonstrate Integrity
- ✓ Be Impartial
- ✓ Be Ethical

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:



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: £32,061 - £33,699

ABOUT THIS JOB

Bring learning to life and shape the future of digital training within our Service! We're looking for a creative, tech-savvy **Learning & Innovation Technologist** to design immersive learning experiences using AI, multimedia tools and advanced simulation software like XVR.

In this hands-on role, you'll build interactive e-learning packages, support our digital learning platforms (pdrPro, CMS, LearnPro), and collaborate with subject-matter experts to turn complex ideas into engaging, accessible training. You'll help drive innovation, support staff across the Service, and keep us at the cutting edge of digital and immersive learning.

The Role

As a Learning and Innovation Technologist, you'll help bring training and development to life across the Service. You'll create modern, interactive learning experiences using tools like XVR simulation software, AI, and multimedia design tools. You'll also help manage our digital learning platforms, making sure staff can access training easily and that systems run smoothly. Working closely with trainers and subject-matter experts, you'll turn real-world scenarios into engaging digital content that supports everyone's development. This is a great role if you enjoy creativity, technology, and making a real difference in how people learn

This is a full-time post working 37 hours per week with flexible hours in line with the Service's flexi-time scheme.

Enquiries

For further information regarding this post, please contact Nick Jones - SMB People and Organisational Development ng.jones@mawwfire.gov.uk

Applying for the role

To apply for the role, please complete the application form available, with reference to the criteria set out in the Job Description and Person Specification.

Completed forms should be returned by email to humanresources@mawwfire.gov.uk.

Please enclose copies of your qualifications with the application.



Please be advised that applications are welcome in Welsh, and any applications submitted in Welsh will not be treated less favourably than an application submitted in English.

Closing Date

24 March 2026



Job Description

MAIN PURPOSE OF THE POST

The primary purpose of this role is to shape and advance the future of immersive learning within the Service by leveraging a range of applications, software solutions, and artificial intelligence technologies. The post holder will play a key role in creating engaging and inclusive learning experiences, collaborating with subject matter experts and the People and Organisational Development team to design and deliver interactive learning packages. Additionally, the role will support the ongoing management and optimisation of existing hardware and software systems, including platforms such as pdrPro and XVR.

Schedule of Responsibilities	Responsible to
1) Utilise a range of computer applications to accurately record and maintain data, ensuring the timely preparation and delivery of management information and reports as require	Learning and Development Strategy Manager
2) To manage competency recording systems e.g CMS, pdrPro and LearnPro, or equivalent. Maintaining and updating the pdrPro back office to reflect changes to the thematic planner & additional training. Support the onboarding of content into CMS platforms. Assisting with the management of CMS and supporting the pdrPro Implementation Officer with the recording and maintenance of personnel records.	Learning and Development Strategy Manager
3) To design and develop interactive multimedia assets, e-learning packages, and other training materials using a variety of software including PowerPoint, XVR, Adobe software, and artificial intelligence (AI) for both online and instructor led courses.	Learning and Development Strategy Manager
4) Develop course content using 360-images or panoramic renders and integrating them into learning pathways or XVR.	Learning and Development Strategy Manager
5) To design and develop training/assessment incident simulation packages for the function of Incident Command utilising XVR simulation software, or equivalent.	Learning and Development Strategy Manager



Schedule of Responsibilities		Responsible to
6)	Support the facilitation of ICS Level 1 and 2 courses via the utilisation of XVR software, or equivalent.	Learning and Development Strategy Manager
7)	To develop and produce visual materials for inclusion in interactive multimedia packages.	Learning and Development Strategy Manager
8)	Provide support in assessing, implementing, and configuring new or upgraded software solutions.	Learning and Development Strategy Manager
9)	Collaborate with subject-matter experts and stay up to date with digital learning trends, innovations in immersive technology, XVR content creation and digital learning best practice.	Learning and Development Strategy Manager
10)	Collaborate with internal stakeholders, including divisions and departments, to support the administration of pdrPro and facilitate other professional development initiative	Learning and Development Strategy Manager
11)	To ensure compliance with copyright law and other relevant legislation and obtain permission to reproduce copyright material to ensure legal infringements are avoided.	Learning and Development Strategy Manager
12)	To ensure all materials produced conform to the Fire & Rescue Service's corporate image and are designed in line with requisite legislative and quality standards.	Learning and Development Strategy Manager
13)	Operate and manage all office equipment and systems, including personal computers, photocopiers, and applications for desktop publishing and word processing	Learning and Development Strategy Manager
14)	Provide flexibility to work occasional late nights and weekends to support all duty systems.	Learning and Development Strategy Manager
15)	To maintain awareness of technological developments and recommend improvements to existing hardware / software through attendance at user group meetings e.g. pdrPro, LearnPro, and XVR.	Learning and Development Strategy Manager
16)	To work with other departments and project leads to implement new and existing workstreams within the service	Learning and Development Strategy Manager



Schedule of Responsibilities		Responsible to
17)	To provide support and training on electronic systems to Wholetime/On-Call personnel and support staff.	Learning and Development Strategy Manager
18)	To create, design and maintain the People and Organisational Development intranet (Insight) pages, as required.	Learning and Development Strategy Manager
19)	Perform all duties both on-site and at various locations across the Service area, adapting to a range of environments as required.	Learning and Development Strategy Manager
20)	Undertake any additional responsibilities that reasonably fall within the scope of this position.	Learning and Development Strategy Manager



Personal Specification

POST TITLE	Learning and Innovation Technologist
LOCATION	Earlswood Training Centre SA10 6NG
POST NUMBER	
GRADE	Grade 6
DEPARTMENT	People and Organisational Development
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	Formal qualification or training in digital learning, multimedia design, instructional design, ICT, or related field Software-specific training (e.g., XVR, pdrPro, multimedia/Adobe, Articulate) Evidence of ongoing professional development in digital learning, AI tools, or immersive technologies	Essential* Desirable Essential*	Application form and Certificates
Knowledge	Knowledge of digital learning trends, immersive technologies, and best practice in multimedia design Understanding of copyright law as it relates to learning content and media usage Knowledge of hardware/software management for learning tech, including upgrades and configuration Understanding of Fire & Rescue Service organisational standards, Incident Command systems, or emergency services learning environments	Essential* Essential* Essential* Desirable	Application form and Interview



Experience	<p>Experience designing and developing interactive multimedia assets, e-learning packages, and training materials.</p> <p>Experience producing visual materials for learning and development purposes.</p> <p>Experience creating digital or simulation-based training, including 360-images, panoramic renders, or XVR simulation packages.</p> <p>Experience providing system training to staff or end-users</p> <p>Experience maintaining intranet pages or internal digital platforms</p>	<p>Essential*</p> <p>Essential*</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	Application form and Interview
Job Related / Personal Skills	<p>Ability to design high-quality digital learning content using multiple platforms (PowerPoint, Adobe Suite, XVR, AI tools, etc.)</p> <p>Ability to analyse technology needs and support implementation of new digital systems</p> <p>Able to work collaboratively in a team as well as independently</p> <p>Creative, innovative, and enthusiastic about advancing immersive learning</p> <p>Proactive in staying updated with emerging technology, software solutions, and learning trends</p> <p>Commitment to maintaining high standards of accuracy, quality, and service professionalism</p> <p>A current full driving license and/or ability to travel to various work locations</p>	<p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Desirable</p>	Application form and Interview
Communication	<p>Ability to communicate clearly, provide guidance, and support users with varying digital skill levels</p> <p>Ability to collaborate effectively with subject-matter experts and internal/external stakeholders</p>	<p>Essential*</p> <p>Essential*</p>	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: Nick Jones

DATE REVIEWED: 28-02-2026



How to Apply

Closing Date: 25 March 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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