

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**PERSON SPECIFICATION**

<b>DEPARTMENT</b>	Human Resources
<b>POST TITLE</b>	Resolution Officer
<b>POST NO</b>	NU073
<b>GRADE</b>	11
<b>LOCATION</b>	SWFRS Headquarters

Essential criteria marked in **bold with an asterisk\*** will be used for short-listing purposes. Please ensure you address these requirements in your Application Form (under the '*Experience and Other Information*' section). You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Where a qualification is highlighted as being an 'Essential Criteria', you will be required to provide a copy of your Certificates with your Application Form.

<b>Factor</b>	<b>Evidence</b>	<b>Essential/ Desirable</b>	<b>How Identified</b>
<b>Qualifications</b>	CIPD Advanced Level Qualification or equivalent	Desirable	Application/ Certificate
	Professional Membership within the CIPD	Desirable	Application
<b>Knowledge/ Experience</b>	<b>Experience of investigating matters of discipline and/or grievance*</b>	<b>Essential*</b>	<b>Application*/ Selection</b>
	<b>Experience of writing formal reports*</b>	<b>Essential*</b>	<b>Application*/ Selection</b>
	Knowledge and understanding of legislation affecting the collation and storage of information	Essential	Selection
	Knowledge and understanding of employment legislation	Essential	Selection
	The ability to communicate through the medium of Welsh	Desirable	Application
<b>Personal Style</b>	<b>Ability to maintain a fair and ethical approach in all situations (e.g. treating people with respect and dignity whilst conducting an impartial investigation)</b>	<b>Essential</b>	<b>Application*/ Selection</b>
	<b>Ability to work in full compliance with organizational policy and legislative guidance, respecting any sensitive</b>	<b>Essential*</b>	<b>Application*/ Selection</b>

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Author: Gillian Goss - HR Manager (Employee Relations)

	<b>information that is presented*</b> Ability to project and promote a confident, controlled and focused attitude	Essential	Selection
<b>Intrapersonal</b>	Ability to communicate effectively both orally and in writing to a wide range of audiences	Essential	Selection
	Commitment to developing self and others to improve organizational effectiveness (specifically in relation to training and supporting managers)	Essential	Selection
<b>Task</b>	Ability to understand and interpret complex information	Essential	Selection
	Ability to plan and prioritise work in line with competing demands.	Essential	Selection

**The successful candidate will be required to undertake a Drug and Alcohol Test prior to an appointment being made.**

**This role involves frequent travel between sites throughout the South Wales area. The successful candidate must be able to travel independently.**

**This document is available in both English and Welsh and we welcome communication in both of these languages.**

