

SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

DEPARTMENT	Human Resources
POST TITLE	Resolution Officer
POST NO	NU073
GRADE	11
LOCATION	Fire Service 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.

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

	Ability to project and promote a confident, controlled and focused attitude	Essential	Selection
Intrapersonal	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
Task	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.

