



JOIN US

TRANSFORMATION PROGRAMME MANAGER

APPLICANT INFORMATION PACK



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

RAISING AWARENESS - REDUCING RISK

CONTENTS

WHO WE ARE	3
ROLE PROFILE	4
JOB DESCRIPTION	5
PERSON SPECIFICATION	7
THE APPLICATION PROCESS.....	8
HOW TO APPLY.....	9
BENEFITS	10

WHO WE ARE

“TO MAKE SOUTH WALES SAFER, BY REDUCING RISK”

We are South Wales Fire and Rescue Service and our vision, mission and values are what drives and motivates our people to make South Wales safer, by reducing risk. We aim to protect and serve all across the 10 Unitary Authorities that make up our diverse area, working in partnership with our colleagues in other frontline services.

We employ around 1700 people across South Wales in a mix of Operational and Corporate roles, with most of our corporate staff being based at our headquarters in Llantrisant.

The frontline services provided by South Wales Fire and Rescue Service Operational Staff are supported by a number of teams, which fulfil administrative and technical roles. Operational and Corporate Staff work closely together to provide a high level of service for the communities of South Wales.

Diversity, Inclusion, Cohesion and Equity are a priority for South Wales Fire and Rescue Service and we have a commitment to endeavour to reflect the communities that we serve.

ROLE PROFILE

Please apply by: 18/04/2025

Shortlisting is anticipated to take place: 23/04/2025

Interviews are anticipated to take place: 07/05/2025

South Wales Fire and Rescue Service is offering two fixed-term contract positions for Transformation Programme Managers. Reporting to the Director of Strategic Change and Transformation, these roles will support and drive strategic change and improvement within the service. The positions are based at the Service Headquarters in Llantrisant, with some flexibility for remote working, and require visible leadership across the service.

The Transformation Programme Managers will help to develop and shape a new portfolio management function and will work with other programme managers, project executives, and other stakeholders to ensure key priorities and improvements are delivered. They will play a key role in overseeing actions, governance, and implementing the recommendations from the Culture Review Report, as well as the activities outlined in the Commissioners' Terms of Reference.

Key responsibilities include supporting the development of a portfolio management office, and managing key programmes of improvement, leading governance meetings for robust oversight of plans, and collaborating with departments and stakeholders across the service. Applicants should have experience in change management, particularly in complex projects involving process, people, and technology changes. A PRINCE2 or equivalent project management qualification is required, or equivalent project delivery experience.

The ideal candidate will be an enthusiastic and positive leader, able to engage and inspire staff across the service. They must be proactive, independent, adaptable, and committed to personal and team development. A transformational approach and alignment with the

- **Contract:** 2 Year Fixed Term Contract
- **Grade:** 13
- **Salary:** £41,511.00 - £42,708.00
- **Hours of Work:** 37
- **Directorate:** Strategic Change and Transformation
- **Job Ref:** 505724
- **Location:** Llantrisant

JOB DESCRIPTION

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

Responsible to: Director of Strategic Change and Transformation

Responsible for: N/A

DUTIES AND RESPONSIBILITIES:

1. Lead and coordinate governance meetings to ensure effective oversight and scrutiny of plans and actions.
2. Manage the coordination of the Commissioners' and Service governance processes for specific project workstreams.
3. Project manage the development of deliverables that will inform a Service-wide plan.
4. Develop and maintain all project documentation, including business cases, project initiation documents, project plans, risk logs, issues logs, and progress reports.
5. Role model the use of best practice tools and promote evidence-informed practices and transformational change.
6. Ensure strong engagement and discussions across the Service and with stakeholders.
7. Provide additional support to priority workstreams as needed.
8. Assist in the identification and tracking of system-wide benefits.
9. Support enabling workstreams as required.
10. Identify interdependencies and promote collaboration where appropriate.
11. Support working groups in engaging with all Service departments, providing expert input to influence cultural factors and ensure successful delivery.
12. Foster staff and stakeholder empowerment in driving behaviour change and innovation in systems and processes.

In addition to the duties and responsibilities outlined above, the post holder will be required to:

1. Undertake any other duties commensurate with the grade and post.
2. Attend in-house and external training courses as required.
3. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
4. Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
5. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
6. Adhere to Health & Safety and Wellbeing Legislation and Procedures and take reasonable care for the health and safety of self and others.

PERSON SPECIFICATION

ESSENTIAL

- PRINCE2 or equivalent project management qualification, or proven project delivery experience.
- Knowledge of change management methodologies and their application in programmes and the workplace.
- Experience managing complex change activities and producing related deliverables.
- Skilled in designing and implementing changes to processes, people, and technology, with the ability to assess business impacts.
- Experience analysing complex data to solve business problems and present balanced risk/opportunity options.
- Ability to promote diversity and maintain a fair, ethical approach.
- Proactive in driving change and seeking opportunities for improved organisational effectiveness.
- Capable of working independently while adhering to reporting and risk management standards.
- Strong leadership skills to engage and motivate others within the Fire & Rescue Service and the community.
- Effective communicator, both written and verbal, across diverse audiences.
- Able to apply relevant information to make decisions aligned with priorities and requirements.
- Skilled in creating and executing plans to meet organisational objectives.
- Able to prioritise competing demands and stay calm under pressure to meet tight deadlines.

DESIRABLE

- Experience in the fire and rescue sector, HR, people management, or areas of cultural change and transformation.
- Proficient in MS Office, especially Excel, Word, PowerPoint, and Outlook.
- Ability to communicate in Welsh.
- Knowledge of organisational policies and legislation, with respect for sensitive information.
- Ability to maintain a confident, controlled, and focused attitude in challenging situations.
- Possesses a growth mindset and encourages this in others.
- Committed to personal development and improving team and organisational effectiveness.

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

THE APPLICATION PROCESS

Candidates should complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 500 words per question (eg Maximum 1000 Words)

Please submit a CV (No more than three pages) outlining your relevant knowledge and experience against the 'Essential Criteria' on the 'Personal Specification' page

Question 1: Please explain why you are interested in this role and highlight the skills and experiences that make you the ideal candidate to lead and motivate staff.

Question 2: Please provide a statement outlining how your skills, experience, behaviours, and values align with the NFCC Core Code of Ethics.

****Please note that due to the high volume of applications received, we are unfortunately unable to offer individual feedback at this early stage of the selection process.**

When answering the above questions, consider using a method such as STAR

This is a useful way to describe past experiences and to structure an answer by considering the **S**ituation, **T**ask, **A**ction and **R**esult to clearly showcase your accomplishment.



HOW TO APPLY

External Applicants

Please log in to our website at: www.southwales-fire.gov.uk/working-with-us/latest-vacancies

Select the role from the 'Current Vacancies' and click on the link for our e-recruit system.

Ensure that all sections of the application form are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

Internal Applicants

Please log in to People XD/Core and navigate to 'current vacancies' to select the relevant position. Ensure that all sections of the application are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

All Applicants

If you require this document in an alternative format, such as large print or a white or coloured background, or alternatively require a paper application form, please contact our Recruitment team at recruitment@southwales-fire.gov.uk or call us on 01443 232200 and we will endeavour to help as quickly as possible.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions and interview questions). Arrangements will be confirmed following invitation to interview and may include translation and/or simultaneous translation

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

ADDITIONAL INFORMATION

External Recruitment Checks

All external candidates will be subject to the following recruitment checks prior to appointment:

- Enhanced Disclosure and Barring Service (DBS) checks.
- Right to work checks.
- Medical, health and fitness checks.
- No current disciplinary warnings (Operational)
- Driver licence checks.
- Reference checks.
- Some roles may require security clearance level of vetting.

The NFCC Core Code of Ethics

PUTTING OUR COMMUNITIES FIRST: We put the interest of the public, the community and service users first.

INTEGRITY: We act with integrity, including being open, honest and consistent in everything we do.

DIGNITY AND RESPECT: Making decisions objectively based on evidence, without discrimination or bias.

LEADERSHIP: We are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.



EQUALITY, DIVERSITY & INCLUSION: We continually recognise and promote the value of EDI both within the SWFRS and the wider communities that we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

This is the foundation for the values we hold at South Wales Fire and Rescue Service and will help us to create an environment that is welcoming, tolerant and safe, with no place for inappropriate behaviours and actions that threaten, disrespect or intimidate others

BENEFITS

Annual Leave – A generous annual leave allowance.

Employee Assistance Programme – The EAP provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for employees to access whenever they need.

Vivup – Award winning employee benefits provider that offers all staff a stack of health and wellbeing benefits and savings across a number of big brands.

Some of the perks on this platform include:

- **Cycle to work scheme**
- **Tusker car scheme**
- **Home and electronics discount**
- **Lifestyle Savings**

Flexi Time – Corporate staff are able to work flexi time. With core hours of 10am – 12pm and 2pm – 3pm; you can complete the balance of your hours anytime between 7am and 7pm.

Learning & Development – SWFRS recognise that well trained employees are key to success. With a dedicated Training Centre at Cardiff Gate and specialist training teams, there are plenty of opportunities to grow & develop new skills.

Gym - Wherever you are based as an employee of South Wales Fire and Rescue Service, access to our gym facilities is available to all, free of charge.

Health and Fitness Advisors - Our Health and Fitness Advisors monitor the fitness levels of operational staff. They can also offer health and fitness advice to all employees on request.

Firefighters' Charity - Every employee, along with their dependents, can be beneficiaries of the charity. The charity provides health and wellbeing support to the whole Fire Service community.

Car Parking – SWFRS does not charge for car parking at any of its sites.

Mind Blue Light Champions – As part of our ongoing commitment to health and wellbeing, we support the MIND Blue Light Programme. The programme offers mental health support for emergency services employees.

Occupational Health – The Occupational Health Unit aims to maximise the health and wellbeing efficiency of staff and to minimise the risks to which staff are exposed as a result of working practices and the environment.

Pension – Support staff are eligible to join the Local Government pension scheme, which is a defined benefit pension scheme. Employee contributions are based on your salary.

Sports and Social – Our sports and social section brings together employees from across departments. Photography, skiing, rambling, cycling, football, rugby, surfing and golf are just some of the shared interests.

Welsh Courses – South Wales Fire and Rescue Service recognize the importance of the Welsh language in the workplace and offers all employees access to Welsh language courses at a range of levels to suit all needs.

Disability Confident – We are proud to be a certified Disability Confident Committed Employer





Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

South Wales Fire and Rescue Service

Recruitment & Retention Team
Fire Service Headquarters
Forest View Business Park
Llantrisant
CF72 8LX

Recruitment Line – 01443 232200
recruitment@southwales-fire.gov.uk



www.southwales-fire.gov.uk/working-with-us