



# JOIN US

## **BUSINESS FIRE SAFETY SUPPORT OFFICER APPLICANT INFORMATION PACK**



**Gwasanaeth Tân ac Achub  
De Cymru**  

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**South Wales  
Fire and Rescue Service**

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**RAISING AWARENESS - REDUCING RISK**

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# WHO WE ARE

## **“Compassion to Care, Courage to Act”**

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: 25/04/2025

The above opportunity has arisen within our Fire Safety Department based at Fire Service Headquarters.

The successful candidate will be responsible for providing administrative support and assistance to the Fire Safety Managers and the Fire Safety Auditing Teams in carrying out Fire Safety enforcement and other risk reduction initiatives. Knowledge of Fire Safety Legislation and a practical knowledge of Microsoft Office Packages (365, Word, Excel) is an essential requirement of the role.

The vacancy involves 37 hours per week. A Flexible Working Hours Scheme is in operation.

Applications are invited from existing South Wales Fire & Rescue Service employees with suitable experience and qualifications to meet the attached person specification.

- **Contract:** 12 Month Fixed Term Contract
- **Grade:** 7
- **Salary:** £29,093.00 - £30,060.00
- **Hours of Work:** 37
- **Directorate:** Risk Reduction
- **Job Ref:** NU005
- **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:** Business Fire Safety Manager

**Responsible for:** N/A

To assist the Business Fire Support Team Manager to implement fire safety strategy and administrative policy.

## **DUTIES AND RESPONSIBILITIES:**

1. To provide support and assistance to Audit Teams in carrying out fire safety and risk reduction initiatives liaising with Auditing Officers.
2. To provide support and assistance to Compliance Team when gathering and preparing prosecution documentation and ensuring confidentiality is maintained when dealing with sensitive information.
3. To provide support and assistance to Fire Investigation Team while handling and processing sensitive documents and photographs ensuring confidentiality at all times.
4. To provide support and assistance to the Risk Evaluation Team by prioritising the allocation of work
5. To support and maintain quality assurance within the department identifying trends in relation to Local Performance Indicators.
6. To implement, manage and assist in developing the administrative procedures related to the processing of fire safety inspection and enforcement work in accordance with stated policy. Provide constructive feedback on procedures.

7. To process on a daily basis incoming e mails and telephone enquiries, identifying and prioritising urgent matters.
8. To implement, monitor and update the inspection programme, fire safety databases and associated procedures in accordance with stated policy.
9. To research and gather appropriate information in relation to the risk based inspection programme and action as necessary.
10. To assist in the exchange of data between departments identifying higher risk premises.
11. To prioritise and allocate work to Audit Team.
12. To ensure the correct and accurate data is processed into the Fire Safety Management Information System.
13. To ensure that the electronic fire safety filing system is effectively managed and maintained.
14. To maintain and update the Business Fire Safety Intranet site.
15. To maintain and update the Public Notices register on the services website in accordance with the Environment and Safety Information Act 1988.
16. To gather information to assist in the compilation of fire safety statistics.
17. To participate in inter-departmental, corporate and external working groups and meetings as directed and to liaise with other departments, public and other outside bodies and organisations as required or as necessary. Take minutes of meetings.
18. To maintain confidentiality at all times with regard to GDPR legislation.

**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

- ✓ Knowledge of Fire Safety Legislation and associated work
- ✓ Experience of Microsoft Office Packages e.g Outlook, Word, Excel, Office 365,
- ✓ Experience of working in an administrative role
- ✓ Ability to embrace and value diversity and demonstrate a fair and ethical approach in all situations.
- ✓ Proactive in supporting change and the ability to meet changing requirements
- ✓ Ability to lead, involve and motivate others both within the Fire & Rescue Service and in the community
- ✓ Ability to communicate effectively both orally and in writing to a wide range of audiences
- ✓ Ability to understand and apply relevant information to make appropriate decisions and create practical solutions.
- ✓ Ability to lead others to achieve excellence by the establishment, maintenance and management of performance requirements.

## DESIRABLE

- ✓ The ability to communicate through the medium of Welsh

**You may want to include additional information here such as: N.B This role involves 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 2500 Words)

**Question 1: Knowledge of Fire Safety Legislation and associated work**

**Question 2: Experience of Microsoft Office Packages e.g Outlook, Word, Excel, Office 365**

**Question 3: Experience of working in an administrative role**

**Question 4: Proactive in supporting change and the ability to meet changing requirements**

**Question 5: Ability to understand and apply relevant information to make appropriate decisions and create practical solutions.**

**\*\*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](http://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](mailto: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





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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](mailto:recruitment@southwales-fire.gov.uk)



[www.southwales-fire.gov.uk/working-with-us](http://www.southwales-fire.gov.uk/working-with-us)