



JOIN US

**2 x PLANNING, PERFORMANCE &
RISK OFFICERS (1xPERM & 1x12M FTC)**
APPLICANT INFORMATION PACK



**Gwasanaeth Tân ac Achub
De Cymru**

**South Wales
Fire and Rescue Service**

RAISING AWARENESS - REDUCING RISK

WHO WE ARE

COURAGE TO ACT, COMPASSION TO CARE

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.

Our vision

Working together as one team to be an outstanding Fire and Rescue Service, protecting South Wales today, ambitiously innovating for tomorrow.

Our mission

To serve our communities, by reducing risk and responding to emergencies.

Our values

We developed in extensive consultation with our people, give us the agreed framework for **US** to serve and protect **OUR** communities effectively in South Wales. They are **Compassion, Courage, Respect, Integrity** and **Excellence**.



We act with **compassion**



We approach situations with moral and physical **courage**



We **respect** each other, our partners and the public we serve



We act with **integrity**



We aim for **excellence** in all that we do

ROLE PROFILE

Please apply by: Midday - 18.07.2025

As part of the Planning, Performance and Risk Team, the role is broadly responsible for the development and continuous improvement of our organisational processes and strategies relating to Business Planning, Performance Management, Risk, Audit and Project Management.

- One successful candidate will work closely with the Statistics and Risk Team to focus on devising a Community Risk Management Plan (CRMP) for the organisation – the project will involve working with external consultants to build a risk-based model for South Wales and undertaking a review of future risks to the communities of South Wales. They will draft the finalised CRMP report and work to ensure that the Service's ongoing progress against all identified priorities can be monitored.
- The other successful candidate will lead a Service priority which is to introduce a more robust system for identifying, assessing and mitigating risk to the organisation – the Service is looking to implement a Risk Management System and a method of recording and documenting risks and how they are being managed within areas of responsibility. A Risk Management System will enable the Service to clearly identify risk ownership, mitigation, tempo and escalation/de-escalation routes.

You will be proactive and motivated, able to build relationships with internal and external stakeholders at all levels to provide advice and support. You will have experience of strategic planning and project/change management to deliver measurable service improvement, working with the Planning Performance and Risk Manager to identify and implement solutions. You will help to develop our frameworks and systems to ensure we deliver against our statutory priorities and the Service's plans

- **Contract:** 12 months Fixed Term Contract
- **Grade:** 11
- **Salary:** £37,938 - £38,626
- **Hours of Work:** 37
- **Directorate:** Service, Performance and Communications
- **Job Ref:** NU190
- **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: Planning, Performance and Risk Manager

DUTIES AND RESPONSIBILITIES

1. To design, implement, maintain and continuously improve:
 - a) The Service's business planning framework to ensure all improvement objectives and supporting actions are developed, measured and reported effectively in order to satisfy legislative requirements.
 - b) The Service's performance management systems to ensure that the service can effectively measure its performance in relation to all improvement objectives, ongoing initiatives and key performance indicators.
 - c) The Service's risk management framework to ensure a standardised approach to identifying and effectively measuring the impact of risks, and their ongoing management.
 - d) The Service's management of actions identified at audit, ensuring all new audit actions are captured and that ongoing progress against these actions is effectively monitored and reported.
2. To provide guidance and advice to senior management and directorates across the Service on developing the organisation's annual business plan and ensuring that progress against all tasks is recorded in accordance with the business planning framework.
3. To provide guidance and advice to senior management and directorates across the Service on developing the organisation's risk registers and ensuring that progress against all control tasks is recorded in accordance with the risk management framework.
4. To design, maintain and develop the organisation's business management information system and to provide training, advice and assistance to users where required.
5. Monitor, co-ordinate and maintain the Service project management frameworks and registers and provide advice and guidance to managers accordingly.
6. To support the Service with business transformation projects and the promotion of continuous improvement initiatives. This will include working with senior management, other departments and external partners as a champion of continuous improvement
7. To work collaboratively with other Fire & Rescue Services and other organisations to identify areas of best practice in order to improve service delivery and effective performance management.

8. To champion, promote, coach and develop teams across the Service to develop their understanding and knowledge of business planning, performance management and continuous improvement tools and techniques.
9. To represent the Service as a key point of contact for events, groups, forums relating to business planning, performance management and risk.
10. To research, identify and implement good practice and continuous improvement with respect to Business Planning, Performance Management, Risk and Audit.
11. To work closely with the Statistics and Risk team, to ensure risk data and information informs decision making and risk reduction activities
12. To develop and maintain the Planning, Performance and Risk web pages with relevant and current information which supports and promotes a continuous improvement culture.
13. To provide assistance in the maintenance and resilience of the wider Service Performance and Communications Team.

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

- ✓ Degree in a relevant subject area associated with this post and/or relevant experience in performance management or continuous improvement/change management.
- ✓ Knowledge and understanding of business planning, performance management tools and techniques.
- ✓ Knowledge and experience of writing organisational reports/plans in accordance with legislative requirements.
- ✓ Practical understanding and experience of using change management and continuous improvement tools and techniques
- ✓ Practical experience of Microsoft Office packages i.e. Outlook, Word, Excel.
- ✓ Proactive in promoting change, and the ability to seek opportunities to promote and improve organisational effectiveness.
- ✓ Ability to consistently project and promote confident, controlled and focussed attitude in highly challenging situations.
- ✓ Ability to promote and manage diversity and demonstrate a fair and ethical approach in all situations.
- ✓ Ability to communicate both orally and in writing to a wide range of audiences, often delivering complex information.
- ✓ Commitment to and ability to develop self, individuals and teams to improve organisational effectiveness.
- ✓ Ability to lead, involve and motivate others within the Fire & Rescue Service.
- ✓ Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements i.e. ability to research, interpret and analyse complex information.
- ✓ Ability to lead groups and achieve excellence by the establishment, maintenance and management of performance requirements.
- ✓ Ability to recognise the potential political impact and implications from a strategic perspective.

DESIRABLE

- ✓ Experience of leading project teams and/or working in cross department project teams.
- ✓ The ability to communicate through the medium of Welsh.

THE **APPLICATION** PROCESS

Candidates should attach an up-to-date CV and complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 300 words per question (eg Maximum 1500 Words)

Question 1: Please describe your qualifications and/or experience in a relevant subject area associated with this post.

Question 2: Tell us about your knowledge and understanding of business planning, performance management tools and techniques.

Question 3: Please detail your knowledge and experience of writing organisational reports and plans in accordance with legislative requirements

Question 4: Please outline your understanding of corporate and community risk

Question 5: Describe your ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements

****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.**

STAR

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.

USE OF AI

We accept the use AI to structure your thoughts, and enhance your application if required, but please ensure the final application reflects your personal experience and skills

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 Advisers 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.

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 disability confident employer.





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