



# JOIN US

## PORTFOLIO OFFICE MANAGER APPLICANT INFORMATION PACK



**Gwasanaeth Tân ac Achub  
De Cymru**

**South Wales  
Fire and Rescue Service**

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**RAISING AWARENESS - REDUCING RISK**

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# 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: 12:00, midday on 21<sup>st</sup> July 2025**

South Wales Fire and Rescue Service (SWFRS) is seeking a dynamic and forward-thinking **Portfolio Manager** to lead the development and management of our Portfolio Management Office (PMO). This is a unique opportunity to oversee a wide range of transformation and improvement initiatives, ensuring alignment with our strategic goals and delivering real value to the communities we serve. You will design and embed best practice frameworks, provide senior-level governance and reporting, and support delivery teams across the Service—all while championing continuous improvement and ethical, inclusive leadership.

Leading a skilled team of programme and project professionals, you will drive portfolio-level planning, prioritisation and assurance. Your role will involve close collaboration with performance, planning and risk colleagues to ensure a data-informed, integrated approach to change. We're looking for a proven leader with a strong background in PMO or portfolio governance in a complex organisation, experience delivering large-scale transformation, and a passion for innovation and public service. A recognised qualification in programme, project or portfolio management is desirable, along with the ability to communicate effectively and inclusively. Join us to make a meaningful impact in one of Wales' most vital public services.

- **Contract:** Permanent
- **Grade:** 16
- **Salary:** £47,754 - £48,710
- **Hours of Work:** 37 Hours Per Week
- **Directorate:** Business Support
- **Job Ref:** TBA
- **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:** Transformation Programme Managers

## **DUTIES AND RESPONSIBILITIES**

1. Take the lead in developing the service approach to portfolio, programme and project management through the development of an appropriate Portfolio Management Framework.
2. Effective coordination of service improvement governance and meetings to ensure robust oversight and scrutiny of plans and actions is achieved.
3. Design, implement and continuously develop a fit-for-purpose PMO that aligns with industry best practice and the needs of SWFRS.
4. Provide portfolio-level governance, prioritisation and reporting to ensure clarity on interdependencies, resourcing, risks and delivery status across all transformation initiatives.
5. Lead and manage the team of Programme Managers and Project Managers, supporting effective delivery, leadership development, and professional standards.
6. Work in partnership with the Performance, Planning and Risk Team to ensure integrated data, insights and performance metrics underpin decision-making and benefit realisation.
7. Coordinate and support the development of business cases, ensuring alignment with corporate strategies and financial frameworks.
8. Drive consistency in project and programme management approaches, tools, templates and standards across the Service.
9. Facilitate regular governance boards, senior reporting and assurance processes, providing insight and challenge to support decision-making.
10. Develop a portfolio-wide view of capacity, capability, outcomes and benefit realisation.
11. Champion innovation, continuous improvement and a learning culture across all change activity.
12. Maintain alignment to the NFCC Core Code of Ethics and support the embedding of inclusive, ethical and accountable practices across all aspects of the portfolio.
13. Support project leads across the service on effective project management.

**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

- ✓ Professional qualification in programme/project/portfolio management (e.g. MoP, MSP, PRINCE2, APM) or equivalent practical experience
- ✓ Considerable demonstrable experience leading a PMO or portfolio-level governance structure in a complex, multi-stakeholder organisation
- ✓ Strong track record of leading and managing teams and delivering large-scale transformation initiatives
- ✓ Considerable experience of aligning portfolio activity with organisational strategy, performance and risk frameworks
- ✓ Experience in building and embedding portfolio governance, reporting frameworks and assurance processes
- ✓ Experience of producing a full range of change management deliverables and managing change activities for programmes and projects of higher complexity
- ✓ Experience of designing and implementing changes to process, people, and technology-based initiatives, including the ability to assess complex technical information to identify business impacts
- ✓ Experience withing the Fire and Rescue Sector, Human Resources and People Management, or Cultural Change and Transformation
- ✓ A collaborative and inclusive leadership style with a strong commitment to team development and mentoring
- ✓ Proactive, forward-thinking and solutions-focused, with a passion for delivering continuous improvement
- ✓ High levels of personal integrity, accountability and alignment with public service values and SWFRS values
- ✓ Demonstrates and promotes the NFCC Core Code of Ethics
- ✓ Ability to work independently whilst also aligning with standard reporting and risk management approaches
- ✓ Ability to lead, involve and motivate others within the Fire and Rescue Service

## DESIRABLE

- ✓ Experience of designing and implementing changes to process, people, and technology-based initiatives, including the ability to assess complex technical information to identify business impacts
- ✓ Experience withing the Fire and Rescue Sector, Human Resources and People Management, or Cultural Change and Transformation
- ✓ 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 400 words per question (eg Maximum 1200 Words)

**Question 1: Please describe your professional qualifications and/or practical experience in programme/project/portfolio management**

**Question 2: Please tell us about a time that you have led a team to deliver large-scale transformation initiatives**

**Question 3: Outline your experience in building and embedding portfolio governance, reporting frameworks and assurance processes**

**\*\*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](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 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 certified Disability Confident Committed 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](mailto:recruitment@southwales-fire.gov.uk)



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