



JOIN US

OCCUPATIONAL HEALTH UNIT MANAGER

12 MONTH 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: 25th July 2025 Midday

Shortlisting is anticipated to take place: W/C 28th July 2025

Interviews are anticipated to take place: 5th August 2025

We are seeking a dynamic and experienced Occupational Health Manager to lead and manage the delivery of Occupational Health (OH) services within South Wales Fire and Rescue Service (SWFRS), supporting a workforce of approximately 1,700 employees. This pivotal role ensures the smooth and efficient operation of the OH unit while contributing directly to the organisation's wider goals of reducing sickness absence and promoting employee wellbeing.

The postholder will act as a vital link between Occupational Health and the wider People Services team, ensuring that absence management processes and wellbeing initiatives align with organisational priorities and legal responsibilities, including those under the Equality Act 2010. Working closely with both the People Services Business Partner and People Services Manager responsible for Wellbeing, the role will also involve a programme of significant upskilling of line managers to foster a culture of health and inclusion.

The ideal candidate will bring strong administrative and leadership skills, with the ability to engage and collaborate with a multidisciplinary team including health and fitness advisers, doctors, nurses, physiotherapist, psychotherapists, counsellors, and administrative staff. They will also be proactive in driving service improvements, capable of managing sensitive situations, and committed to upholding high standards of clinical governance, data security, and CPD compliance.

This is a key opportunity to help shape the future of OH engagement across the organisation and to ensure that OH practices remain responsive, forward-thinking, and aligned with strategic objectives.

- **Contract:** 12 Month FTC
- **Grade:** 16
- **Salary:** £47,754 - £48,710
- **Hours of Work:** 37
- **Directorate:** People Services
- **Location:** OHU – Rear of Pontyclun Fire Station

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: Head of people Services

Responsible for:

Key Responsibilities

1. Clinic Coordination & Efficiency

- Oversee the scheduling and coordination of OH clinic appointments, ensuring optimal use of resources.
- Implement workflow improvements to streamline OH service delivery and reduce delays in assessments.
- Monitor and evaluate clinic performance, using data-driven insights to enhance efficiency.
- Ensure a seamless referral process, working closely with the wider People Services team and line managers.
- Oversee the smooth running of the OH unit, including the management of utilities, and property queries in collaboration with the Senior Medical Secretary.
- Ensure compliance with H&S regulations, medical governance, and industry standards.
- Stay up to date with policies, procedures, and best practices related to OH services, medical governance, and CPD.
- Assist the Head of Service with the management of the OH budget, working closely with the Senior Medical Secretary to oversee invoicing, and reporting.

2. Collaboration with the wider People Services team

- Collaborate on the development and implementation of strategies to reduce sickness absence rates and improve employee engagement through OH interventions.
- Provide credible and timely management information to strategic and governance boards.
- Promote a joined-up approach to sickness absence management, ensuring consistency across all departments.
- Take an active role in supporting delivery of the organisation's cultural and wellbeing strategy, ensuring that OH practices contribute to a positive workplace environment.

3. Compliance & Governance

- Ensure adherence to GDPR and data protection regulations in the handling of employee health records.
- Maintain strict confidentiality and security in storing and sharing medical information.
- Conduct audits and reviews to ensure occupational health services comply with legal and clinical governance standards.
- Ensure all OH processes align with organisational policies and external regulatory requirements.

4. Performance Monitoring & Continuous Improvement

- Establish and track key performance indicators (KPIs) related to OH service delivery and sickness absence impact.
- Develop and implement innovative solutions to improve OH service accessibility and efficiency.
- Use data analysis to provide regular reports and insights on OH performance, making evidence-based recommendations.
- Encourage feedback and continuous learning to refine OH services and meet evolving organisational needs.

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

- ✓ Strong organisational and coordination skills, with experience in managing healthcare or occupational health services.
- ✓ Proven ability to develop and implement process improvements to enhance service efficiency.
- ✓ Knowledge of the Equality Act 2010, including reasonable adjustments and employee rights.
- ✓ Strong data analysis and reporting skills, with experience in monitoring service performance through KPIs.
- ✓ Understanding of GDPR and information governance in handling medical and employee health data.
- ✓ Excellent communication skills, capable of engaging with employees, managers, and senior stakeholders.
- ✓ Ability to maintain confidentiality and professionalism when dealing with sensitive employee health matters.

DESIRABLE

- ✓ Experience in a similar role within emergency services or public sector organisation.
- ✓ Knowledge of occupational health frameworks and workplace health initiatives.
- ✓ Experience using occupational health management systems and digital health solutions.
- ✓ Relevant qualifications or training in health and wellbeing, occupational health, leadership & management (e.g. ILM) or HR-related field.

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 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 1600 Words)

Question 1: Please outline how you meet the essential criteria set out in the Person Specification above.

Question 2: Please tell us about a process that you have implemented to enhance operational efficiency.

Question 3: Please detail an example that highlights your data analysis and reporting skills.

Question 4: Please provide evidence of your ability to work collaboratively, effectively and efficiently with multiple stakeholders.

****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 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



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