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STORES / COURIER OFFICER 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: 7th August 2025 at Midday

A permanent position of Stores Couriers Officer has arisen within Procurement section of the Finance, Procurement and Property Department based at Fire Service Headquarters, Llantrisant.

The successful candidate will be required to provide day to day purchasing, counter service, delivery service and assist in the administration of the stores. Including maintaining stock levels, checking purchases, receipting goods and arranging specialist repairs and issues throughout the organisation.

The successful candidate will work 37 hours per week; a flexible working scheme is in operation. The role involves travel between sites throughout the South Wales area and the successful candidate must be able to travel independently. The role involves some weekend work/working outside of office hours.

- **Contract:** Permanent
- **Grade:** 5
- **Salary:** £25,584 - £25,992 per annum
- **Hours of Work:** 37 hours per week
- **Directorate:** Finance and Procurement
- **Job Ref:** 505017
- **Location:** South Wales Fire and Rescue Service Headquarters, 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: Purchasing and Supplies Manager

DUTIES AND RESPONSIBILITIES:

1. To include the day to day purchasing of stock and non-stock items, liaising directly with suppliers, external companies and members of staff in resolving discrepancies or issues with orders.
2. To provide a counter service at stores with responsibility for the recording of stock movements on the computerised systems.
3. To receive and verify deliveries of stock and direct purchasing goods.
4. To update the stock management system by booking in of goods on computer.
5. To maintain the stores stock levels ensuring that minimum levels are not breached.
6. To arrange the issue of goods to station in accordance with the service procedures utilising the forklift for loading and unloading.
7. To undertake the charging and replenishment of Breathing Apparatus and Oxygen Cylinders on Fire Service sites.
8. To monitor foam stocks and issue to station when required.
9. To assist in regular stock checks and ensure the security of stock.
10. To be familiar with the Authority's purchasing procedures.
11. To collect and deliver mail and equipment internally at the Headquarters site and externally to other premises, in accordance with agreed procedures.

12. To manage the shipping process (preparing, packing and booking) of equipment, documents and urgent deliveries from internal and external sources using suitable courier suppliers.
13. To prepare meeting rooms before and after meetings and conferences, in accordance with agreed procedures.
14. To maintain the Headquarters site in a tidy, secure and safe manner.
15. Collection and correct disposal of waste streams throughout the Fire Services including confidential waste and archive records
16. To undertake minor repair works on Fire & Rescue Service premises such as painting, decorating, plumbing, carpentry and bricklaying including the sourcing and materials and equipment.
17. To mark out the external white lines at all sites utilising burners.
18. To bank monies for the Fire & Rescue Service as required, in accordance with agreed procedures.
19. To carry out driving duties, as and when required, for dignitaries, staff minibuses and collection or delivery outside of the South Wales Fire Service area.

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

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To carry out the duties of the post with minimum supervision except on strategic issues.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.

- To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Standards whilst carrying out the above duties
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.
- To discharge such other duties as may from time to time be required by the Director or Head of Service.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

All documentation is available in both English and in Welsh and we welcome communication in either language.

PERSON SPECIFICATION

ESSENTIAL

- ✓ Practical experience of Microsoft Office packages i.e. Outlook, Word, Excel
- ✓ Ability to work in full compliance with organisational policy and legislative guidance, respecting sensitive information presented
- ✓ Ability to communicate effectively both orally and in writing to a wide range of audiences
- ✓ Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards
- ✓ The role involves travel between sites throughout the South Wales area and the successful candidate must be able to travel independently.

DESIRABLE

- ✓ 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 900 Words)

Question 1: Please tell us about your experience of using the following Microsoft office packages i.e Outlook, Word, Excel, etc.

Question 2: Please tell us about a time where you have had to communicate effectively both orally and in writing to a wide range of audiences

Question 3: Please tell us about a time where you have had to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards

****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:

to work scheme
or car scheme
e and electronics discount
yle 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





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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