



**Gwasanaeth Tân ac Achub**  
**Fire and Rescue Service**



**Planning, Performance  
and Transformation Department  
Corporate Planning and  
Performance Manager**  
Candidate Information Pack



## Welcome from Anthony Jones, Assistant Chief Fire Officer

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Serving our communities is at the heart of everything we do, by ensuring we provide the best service to the people and properties within North Wales. We take pride in the work we do, from operational and front-line duties to prevention and protection work, as well as the work which is often undertaken behind the scenes by our corporate support functions, all of which contributes to ensuring we keep our communities safe.

The last few years have been challenging for Fire and Rescue Services along with all public services, and it's anticipated that there are more challenges to come over the next year. Recruiting the right people is key to ensure that North Wales Fire and Rescue Service can continue to meet our strategic objectives as well as our moral duties, whilst ensuring we remain true to our core values.

The Corporate Planning and Performance Manager role will work strategically and operationally across the breadth of the Service, bringing their knowledge and experience in corporate planning, organisational performance and business continuity to contribute to the Service as a whole. We are looking for an enthusiastic and experienced manager to join the team who can set strategic direction to achieve results in an increasingly demanding and performance centred environment.

This candidate information pack provides a good foundation about what we can offer as a Service but we're happy to answer any questions you may have through an informal discussion to help your decision. If you relish a challenge and want to progress in your career, we'd like to hear from you.





## Who we are

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North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ around 890 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year.

On average, we go to around 2,000 fires and 1,000 non-fire emergencies such as road traffic collisions and flooding events every year. We also attend around 2,000 emergency calls that turn out to be false alarms.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).





# Our Core Values





# North Wales:

## A place to live, work and visit

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Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb,

cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



# The Role

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As a managerial role within the Service, the Corporate Planning and Performance Manager will bring their knowledge and experience of working both strategically and operationally across an organisation in the area of business planning, organisational performance, business continuity and project management to contribute to the Service's performance as a whole. With a high level of innovative and interpersonal skills, you must be a proactive, self-motivated individual to meet the challenges of working in a complex and changing business environment.

The Planning, Performance and Transformation Department is primarily responsible for ensuring the Service's performance is delivering against its plans and strategic objectives, supporting the production of strategic improvement plans, performance assessments and monitoring reports. The team provides key reporting information whilst keeping abreast of local, regional and national fire and public service information to deliver our aims and ensure compliance with legislation, whilst promoting continuous improvement throughout.

With responsibility for the provision of high-quality performance information to support the Services' improvement and risk reduction strategies, you will have sound knowledge and experience of managing organisational performance frameworks and associated elements of securing continuous business improvement.

Strong communication skills are crucial in this role and you will have the ability to engage positively with both internal staff and external stakeholders to build effective relationships to support the delivery of

Service objectives. Collaborating with partner agencies, other local government organisations and private industries, you will contribute to and influence working relationships to secure beneficial outcomes for the Service.

As the Corporate Planning and Performance Manager, you will lead the team to continuously develop the planning and performance activities, providing practical direction, advice, support and guidance when needed. You will therefore bring experience of managing and leading a high performing and effective team as well as the ability to understand and interpret complex issues and convert them into relevant insights and improvement objectives for the team and wider organisation.



# What we can offer you

## Pay

Grade: Grade 11

Salary: £49,764 - £52,805

## Hours of work

This position is based on working 37 hours per week on a Monday to Friday basis.

## Location of work

The base location of the team is at Rhyl Community Fire Station. There may be a requirement to attend different fire service locations, therefore some travel to other sites, both within North Wales or the wider UK, may be required.

We also offer a great deal of flexibility and we try as much as possible to support staff to balance their work and home life. We have an agile working policy to facilitate virtual and home working where practicable for the role, which can be discussed further during interview.

## Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- Flexi-time Scheme allowing staff to work flexibly
- North Wales Fire and Rescue Service uniform provided

- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential
- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and access to discounts from hundreds of retailers, leisure and service providers.





# Job Description

<b>Post Title</b>	Corporate Planning and Performance Manager
<b>Reports to</b>	Head of Planning, Performance and Transformation
<b>Location</b>	Rhyl Community Fire Station
<b>Grade</b>	NWFRS 11

## Overall job purpose

This is a managerial role within the Service and the post holder will work strategically and operationally across the breadth of the organisation providing leadership and expertise in the area of corporate planning, Performance, Business Continuity and project management.

The postholder will provide professional advice and guidance in the areas of corporate reporting, risk and performance management to inform the development of the strategic priorities and plans.

Managing the Corporate Planning and Performance Team the post holder will be responsible for the development, monitoring and reporting of statutory plans, service plans and strategies. The post holder will provide expert advice on departmental planning, risk and performance management including the use of data analysis to ensure that the Service is effective and efficient.

The post holder will be responsible for the Service Project Management Framework, ensuring appropriate governance, delivery and evaluation for Service improvement programmes and projects.

The post holder will manage the Service's business continuity function, ensuring planning and plans ensure the Service is well prepared for foreseeable business continuity risks.

Through the provision of clear, visible and credible leadership the post holder will engage, motivate and support a culture of continuous improvement and organisational learning and ensuring alignment of statutory plans through to departmental objectives.

## Principal Duties and Responsibilities

1. To contribute to the Service's strategic direction providing expert advice and guidance in relation to the area of corporate planning, performance, business continuity and project management. This is a multi-disciplinary team made up of principal officers and heads of departments.
2. The post holder will lead the development, review and reporting of the statutory plans and respond to changing community landscapes & demographics, local & national risks and threats.
3. Leading on the strategic planning, risk management and performance processes the post holder will provide advice and guidance on underpinning strategies and departmental and area plans. This will include providing effective mechanisms to confirm the development and delivery of strategic and department level plans, to ensure a cohesive framework to support improvement and highlighting key risks for strategic consideration is applied across the Service.
4. Ensure effective leadership, management and monitoring of the Corporate Planning and Performance Team's aims and objectives. Develop an annual plan for the team which supports the delivery of the statutory reporting deadlines, service plans and strategies.
5. Lead on the development and delivery of the Service's performance management arrangements including data analysis and performance reporting. Provide advice and guidance to managers across the Service to ensure performance management arrangement including the accurate, relevant and timely data and information to support decision making.



6. Lead on the preparation and present high-quality reports including analysis and assurance with recommendations for improvement where appropriate at internal Service meetings and formal meetings of the Fire and Rescue Authority and its committees.
7. Lead on the development and management of organisational risk registers using a risk analysis methodology to ensure the Service effectively identifies, assesses, plans for and mitigates corporate risks and carries out appropriate management actions. The post holder will monitor and advise on corporate risk management activities, and oversee the Service's Corporate Risk Register and Policy, ensuring the register captures and accurately assesses key corporate risks and contains effective mitigation and management actions.
8. Responsible for conducting horizon scanning exercises, identifying potential influences, trends and impacts for the Service in relation to planning, assurance and corporate risk. Make recommendations for improvement to the operating environment and system of control to the Service Leadership Team.
9. Work with the Corporate Planning and Performance Team to identify and deliver improvements to the systems, processes and policies in relation to planning and assurance to enhance agile working, economy, efficiency and effectiveness.
10. Ensure ongoing detailed knowledge of developments within the Service, wider sector, relevant legislation and national best practice to ensure the Corporate Planning and Performance Team is up to date with current external factors and risks, identifying key impacts for the Service and the Fire and Rescue Authority. Make recommendations for change and maximise opportunities for collaboration and joint working.
11. Work pro-actively across the Service to ensure the Corporate Planning and Performance Team adopts a business partnering approach, understanding the work of the Service and supporting department managers on the planning and assurance aspects of their functions.
12. Develop and enhance arrangements for working with external stakeholders from various organisations and groups acting as a Service

representative as required, to continually improve the performance of the Service.

13. To develop and maintain the Service's performance management and risk analysis training strategy and implementation plan.
14. Work proactively across the Service to ensure the Corporate Planning and Performance Team support Project Managers in the delivery of improvement programmes and projects across the organisation.
15. Work with the Finance Department to ensure alignment with budget setting processes, and providing support for external funding bids. Have a shared responsibility for expenditure budget and financial resources, playing a contributory role in budget setting.
16. The post holder will manage the Service's business continuity function, ensuring planning and plans ensure the Service is well prepared for foreseeable business continuity risks.

## **Supervisory Responsibility**

Planning and Performance Team

## **Financial Responsibility**

Responsibility for the management of the pay budgets for the Planning and Performance Team and associated non-pay costs.

Manage and monitor the SLA and contractual arrangements with the partners and suppliers involved in the provision of relevant MIS projects, solutions and or systems including the financial aspects.

Manage and be responsible for any project budget agreed for new developments or enhancements.

Purchase Order and Approver authority to agreed levels.

## Contacts Outside Own Section

Principal Officers, Heads of Department, colleagues across Fire and Rescue sector and including National Fire Chiefs Council, colleagues from public sector partners in North Wales, Welsh Government officials.

## Language Requirements

Welsh language skills – Level 2 (to be achieved within 12 months of taking up post)

## Employment Checks / Specific Requirements

Standard DBS

## Mandatory Training

None

## Working Conditions

Agile Working with home working as deemed suitable in accordance with Service policy and with agreement of the Head of Corporate Planning and Performance and Transformation

Indoors within an office environment.





# Person Specification

<b>Qualifications, Knowledge, Experience</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	A relevant degree and/or equivalent professional experience
	Experience in relation to business planning, risk management and performance management
	Experience in leading and managing successful programmes or projects
	Experience in business continuity management
	Can demonstrate a personal commitment to learning, development and improvement
	An understanding of the governance structure of the Fire and Rescue sector in Wales and the statutory reporting framework
	Experience of working and influencing at a senior level with excellent communication skills
	The ability to write reports suitable for a wide audience
	The ability to positively role model the behaviours in accordance with NWFRS Core Values, including the promotion of a diverse and inclusive working environment
	Excellent leadership and management skills including motivating and coaching staff
	A successful track record in taking ownership and leading a team and/or individuals through organisational change to adapt, confirm understanding, implement and embed
	Excellent organisational skills and the ability to prioritise, meet deadlines and delegate effectively
	Using advanced analytical and judgement skills including understanding and application of complex statistical and numerical data
	Strong abilities in the use of information technology and a sound working knowledge of Microsoft Office
	Ability to self-manage and the confidence to influence and engage others to be able to drive through change
	Good interpersonal skills including the ability to build strong relationships with stakeholders and maintain a balanced approach
	The ability to take responsibility for delivering organisational messages positively, even in difficult circumstances
	Hold a full current driving licence and have the ability to travel across North Wales to carry out work (e.g. attend meetings/other locations)

<b>Qualifications, Knowledge, Experience</b>	<b>Desirable</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	The demonstration of having the ability to solve problems and generate new and innovative ideas and implement solutions
	Experience in the consideration of financial and resource implications of decisions and the ability to adjust their approach to manage budgets accordingly
	Experience in the evaluation of the impact of changes to service delivery to learn lessons and implement that learning
	Awareness of wider organisation and political priorities in an organisational setting, including engagement with local, regional or national political representatives
	A track record of looking for opportunities to develop people, use their diverse skills and strengths and proactively plan for succession

\*Evidence of qualifications will be requested and verified prior to confirmation of appointment

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the essential criteria.**





# Welsh Language Skills

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 2 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none"><li>• Able to understand the gist of conversations in work.</li><li>• Able to respond to simple job-related requests and requests for factual information.</li><li>• Able to ask simple questions and understand simple responses.</li><li>• Able to express opinions in a limited way as long as the topic is familiar.</li><li>• Able to understand instructions when simple language is used.</li></ul>

A short Welsh assessment will be undertaken at the start of employment and applicants who don't already speak Welsh to level 2 will have 12 months from appointment to the role to attain this.

We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role and the successful candidate will be supported to achieve the required level.



# How to Apply

To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the [Current Vacancies](#) page of our website and completed forms should be submitted by email to [recruitment@northwalesfire.gov.wales](mailto:recruitment@northwalesfire.gov.wales)

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role. You will need to demonstrate that you meet all of the essential criteria detailed in the person specification in order to be shortlisted to the next stage. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you.

Make sure you submit your application before the closing date as late applications will not be accepted.

If you have any issues accessing or completing the application form, please contact the Recruitment team: [recruitment@northwalesfire.gov.wales](mailto:recruitment@northwalesfire.gov.wales)

## Further information

If you have any questions regarding this role or would like an informal chat before applying please call Mike Plant, Head of Planning, Performance and Transformation on 07920 084603.

Closing date

**12:00 on 30/06/2025**

We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh will be treated no less favourably than an application submitted in English.



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