



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Control Technical and Project Manager

Head of Control

Candidate Information Pack

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Welcome from Anthony Jones, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

In addition to Firefighters, the Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

Fire Control Staff don't just answer emergency calls and mobilise fire appliances, they play a vital part in bringing incidents to successful conclusions through the use of specialised call handling techniques. The role of the Fire Service has changed considerably over the last few years and the role of the Fire Control Operator has adapted to reflect the new demands faced by a modern Fire and Rescue Service.

Fire Control staff must be ready to give life-saving advice to callers, communicate vital information and messages, respond to requests from the Officer in Charge of an incident, liaise with other emergency services and organisations and track availability of emergency resources. In order to do this specialist technical support and development on the NWFRS Control Systems is required as directed by the Head of Control in conjunction with the Control Systems Manager. This ensures that NWFRS gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness of North Wales Fire and Rescue Service. Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 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.

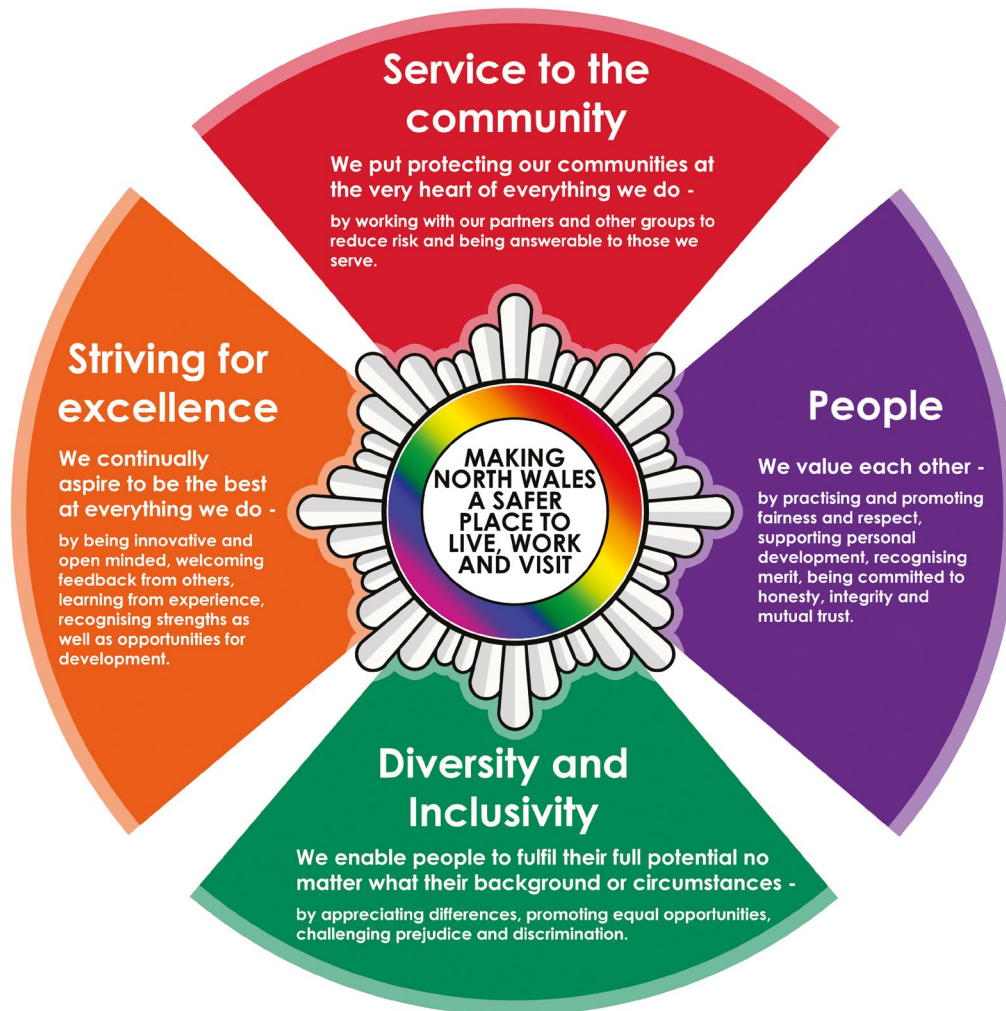
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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

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

At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. Technology is a critical component in how North Wales Fire and Rescue Service support the delivery of its day to day activities.

We are looking to appoint a Control Technical and Project Manager, who will provide specialist technical support and development on the NWFRS Control Systems as directed by the Head of Control in conjunction with the Control Systems Manager.

The successful candidate will ensure that North Wales Fire and Rescue Service gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness. You will be the Project Manager on various Control and ICT department technical projects and will undertake technical project management tasks, research and analysis as directed by the Head of Control. In addition, you will be a point of contact within Control in relation to Control Room Systems security accreditation, policy and procedure.

The successful candidate will have at least two years' experience working on major Control and ICT projects, with experience of contractor management during implementation and delivery phases of projects. If you have knowledge and previous experience of implementing policy, strategy and monitoring performance then we would love to hear from you.

Applicants should have working experience of report production and management information analysis. The post holder must be able to collate and analyse management information and present findings to senior management and be able to present solutions to any problems which may be identified. You may be required to work at different Fire and Rescue Service locations as directed by the Head of Control.

Please note that this post is subject to a successful Police Vetting Level 2 check and satisfactory references.



What we can offer you

Pay

Grade 09

Base Salary: Starting at £42,839 per annum, rising to £46,142 per annum

Hours of work

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

Location of work

The base location is in the Joint Communications Centre based in St Asaph with the potential to undertake some work remotely or from alternative fire service locations, therefore a travel to other locations within the Service area will be required, using a pool vehicle. A full current UK driving licence is essential for this role.

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

Post Title	Control Technical Officer
Department	Control
Reports to	Head of Control
Location	JCC, Control Room, St Asaph

Overall Job Purpose

To provide specialist technical support and development on the NWFRS Control Systems as directed by the Head of Control in conjunction with the Control Systems Manager. To ensure that NWFRS gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness of NWFRS. To be the Project Manager on various Control and ICT department technical projects. To undertake technical project management tasks, research and analysis as directed by the Head of Control. To be a point of contact within NWFRS Control in relation to Control Room Systems security accreditation, policy and procedure.

Generic Duties and Responsibilities

1. Provide advanced specialist technical guidance and support to the Control Systems Manager and technical assistance to Control staff.
2. In conjunction with Control Systems Manager, resolve Control System problems & faults within the Service and where appropriate liaise with third party organisations for second-line and third-line support on complex technical issues.
3. Work with the ICT team to resolve technical security concerns and progress the achievement of technical security accreditations
4. Evaluate and advise on emerging Control technologies.

5. Oversee the purchase, development and support of the Control systems, such as the Command & Control system, Integrated Communications Control Systems, Control Mapping Services, Voice Recording and Logging Systems and their associated interfaces.
6. Ensure that the agreed quality, security and technical standards are adhered to and that ICT best practice is adopted throughout the Control Room.
7. Act as the Control Technical Lead, for the Service in relation to Control projects, providing project management and expert technical skills, ensuring project documentation is created and maintained.
8. Oversee complex work packages during the life cycle of projects, assist with the creation and completion of project plans, business cases and work packages. Liaise and supervise delivery of Control work packages from internal and external suppliers.
9. Identify problems and suggest possible solutions with regards to the implementation of Control technical projects. Identify and plan for requirements and improvements to project plans. Prepare advice material, briefing documents, participate in meetings, along with technical note taking.
10. Provide technical assistance in conducting ongoing service review meetings with regards the Control systems.
11. Advise the Head of Control, in the delivery, costs, availability and functionality of ICT services for Control systems, ensuring that service level agreements, contracts and negotiations with both internal and external suppliers are aimed at meeting the business needs of the Service.
12. Responsible for monitoring service delivery against targets and ensuring that service delivery provides value for money in terms of standards, quality, efficiency, safety, performance and cost effectiveness.
13. Produce technical system management and fault reporting documentation and revise technical processes and procedures for all elements of Control Room services.
14. Production and maintenance of the technical policies and supporting technical documentation related to the Control Systems.

15. Provide a technical point of contact for Control contracts including:
- Airwave Custodian and Tactical Advisor
 - ESMCP Emergency Services Mobile Communication Programme - Project Lead
 - Graphical Information Systems (Ordnance Survey)
 - Code of Connections (Home Office)
 - Contractors supporting Control room systems

16. Any other duties commensurate with the grade and role outlined as directed by the Head of Control.

Supervisory Responsibility

Supervision of contractors and third party suppliers for the provision of Control System equipment & software, service management and specialist consultancy.

Organise, manage and direct teams of NWFRS staff and/or third party contractors on an ad-hoc basis during the delivery of Control System work packages.

Directly manage teams of nominated NWFRS staff during the delivery of ICT and Control Projects.

Financial Responsibility

Sign off orders up to £20,000 from Control System related budgets.

Be responsible for the Control Maintenance Budget (total revenue budget £35,000).

Provide technical advice to the Head of Control in support of budget decisions for other Control budget codes.

As a Project Manager, be responsible for Capital budget bids, management of provided budgets, and managing the project procurement processes.

Contacts Outside Own Section

All internal departments, counties, stations within NWFRS regarding Control System matters on a frequent basis.

Suppliers, maintainers, supporters and contractors frequently, as regards Control System matters.

Other services, authorities and outside organisations

Language Requirements

Welsh Level 2 – Speaking and Listening, or the commitment to achieve this with support within a probation period.

Level 2 Welsh requires that you can; Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

Employment Checks / Specific Requirements

NPPV Level 2 security clearance

Other

Working indoors and may be required to work at different FRS locations as directed by the Head of Control.

Safeguarding is the responsibility of all staff, and everyone is expected to be vigilant and proactive in ensuring the safety and well-being of others.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Degree qualification in related subject and/or relevant professional experience.

Management qualification with previous staff management experience within a Control or ICT environment.

At least two years' experience working on major Control and ICT projects.

Experience of contractor management during implementation and delivery phases of projects.

Prince 2 Practitioner qualification.

ITIL qualifications.

Good working knowledge of Microsoft Server based systems, operating systems and applications including Windows Server, SQL Server, Exchange Server, Active Directory, Windows and Office.

Knowledge of implementing policy, strategy and monitoring performance.

Working experience of report production and management information analysis. The post holder must be able to collate and analyse management information and present findings to senior management and be able to present solutions to any problems which may be identified.

Desirable

Extra qualities which can be used to choose between candidates who meet all the essential criteria

Knowledge of emergency services.

Knowledge of Information Security principles in relation to Control Room Systems.

Knowledge of Control Room solutions, including ICCS (Integrated Communications Control System) and Command & Control systems.

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

Ability to work without supervision and using own initiative in order to meet deadlines, across a broad range of activities in a Control Room environment, whilst working within Fire Service Policies.

Ability to drive and to hold a full current driving licence.

Desirable

Extra qualities which can be used to choose between candidates who meet all the essential criteria

An in-depth appreciation and understanding of Emergency Control Room operations.

Be able to facilitate groups of people in a workshop environment in order to gather information effectively.

The ability to operate in an intense workload environment and prioritise tasks as required with a flexible approach to working.

Self-motivated individual with excellent communications skills.

Flexibility in hours of work.

*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">• Able to understand the gist of conversations in work.• Able to respond to simple job-related requests and requests for factual information.• Able to ask simple questions and understand simple responses.• Able to express opinions in a limited way as long as the topic is familiar.• Able to understand instructions when simple language is used.
Reading	<ul style="list-style-type: none">• Able to understand factual, routine information and the gist of non-routine information on familiar matters related to own job area e.g. in standard letters, leaflets

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.

Recruitment Timeline

Closing date:	12:00 on 08/09/2025
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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

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, you will need to demonstrate that you meet all of the essential criteria as detailed in the person specification. 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. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

If you require any reasonable adjustments during the recruitment process, please let us know as early as possible. It would also be helpful if you could share a medical report or relevant documentation outlining the adjustments that may support you best.

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 or call 01745 535 281

Artificial Intelligence (AI)

We recognise that candidates may use AI tools or other resources during the application process. However, it is essential that all information you submit is factually accurate, truthful, and entirely your own work. Your application should reflect your own experiences, ideas, and voice to ensure it is both authentic and credible.

Please note that applications may be rejected if there is evidence of plagiarism or over reliance on AI generated content. This includes presenting ideas, experiences, or material created by others, or by artificial intelligence, as your own.

If you are invited to interview, please be aware that the use of AI tools is strictly prohibited, including for purposes such as transcription, recording, or note taking. Any suspected use of such tools may lead to your interview being terminated and your withdrawal from the recruitment process.

Further information

If you have any questions regarding this role or would like an informal chat before applying please call Station Manager Julie Butler on 01745 539216

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.

Appointments are subject to a valid Right to Work check, satisfactory references, a Drug and Alcohol test, and the completion of a Police Vetting Level 2 check.