



Gwasanaeth Tân ac Achub
Fire and Rescue Service

ICT Applications Apprentice (leading to ICT Applications Officer)

ICT Department

Candidate Information Pack

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Welcome from Helen MacArthur, 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

Technology is a critical component in how North Wales Fire and Rescue Service supports the delivery of its daily activities; whether it's mobilising our frontline crews to operational incidents, ensuring they have access to risk critical information, or supporting systems that manage and control our resources, including back office systems such as Payroll and Finance to front line systems such as Mobile Data Terminals on our fire appliance - technology touches every part of our 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](https://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 Mon (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 31 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 to protecting our communities and the natural environment. Technology is a critical component in supporting the delivery of our daily activities.

As an ICT Applications Apprentice, you will support the ICT Applications Officer to maintain and improve the Service's business applications and digital tools. You will help provide day-to-day technical support, assisting with system administration, user access, configuration, troubleshooting and general application queries across a range of devices and technologies.

You will act as an initial point of contact for application and system issues, escalating incidents to the ICT Applications Officer and/or relevant suppliers where required. You will contribute to producing and maintaining clear documentation and guidance, and provide helpful support to colleagues in the ICT department and the wider user community.

You will work in an environment where accuracy, customer service and accountability are essential, helping ensure systems are available, reliable and fit for purpose to support operational and corporate teams.

You will also support the wider ICT team by following application best practice, assisting with testing and planned changes, and promoting a high level of information and cyber security across all Service systems. You will work closely with the Infrastructure Team where application issues relate to devices, networks or underlying platforms.

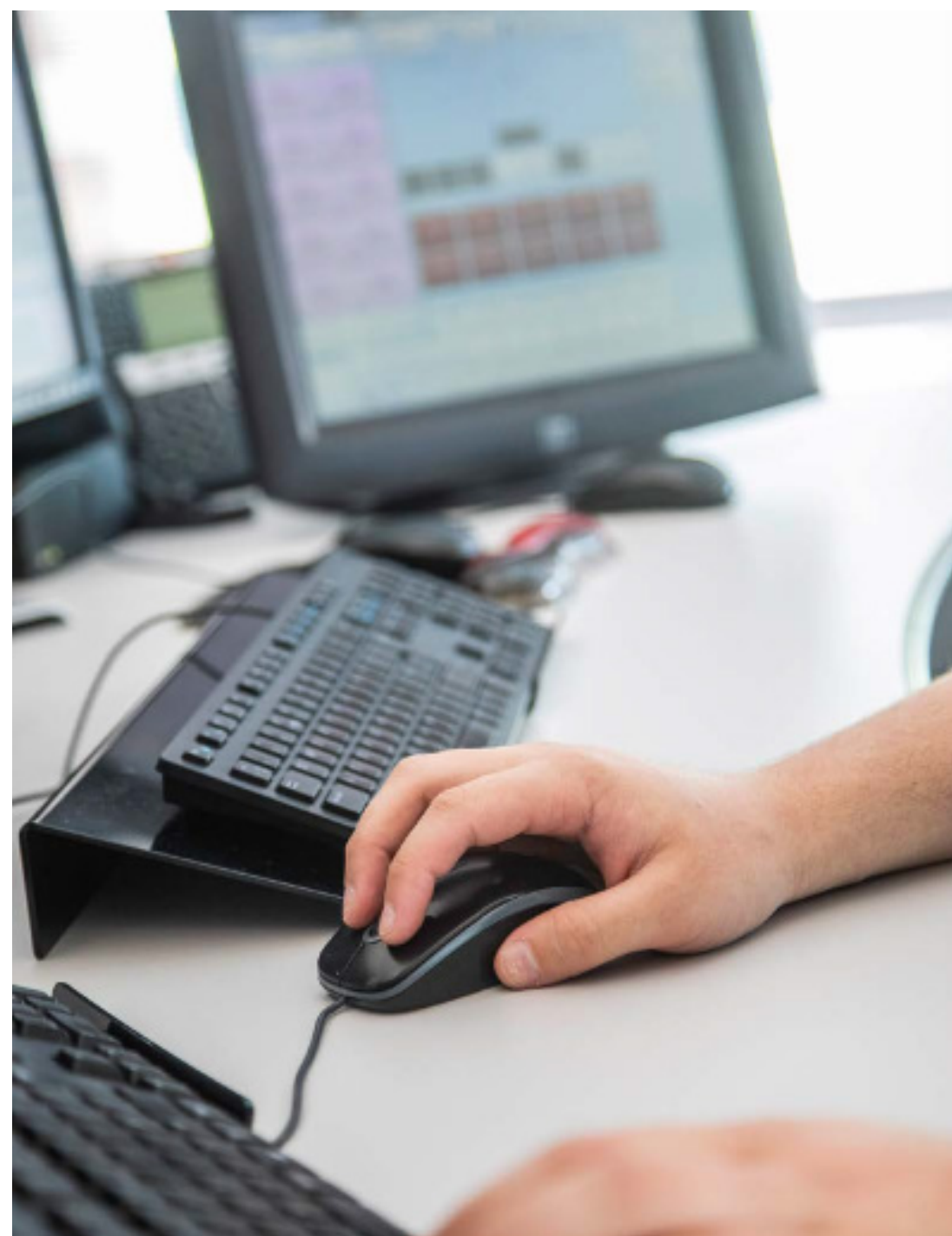
Principal duties and responsibilities will include:

- With supervision, manage straightforward, low-impact user queries. Develop your understanding of the Service's supported business applications and service desk processes, and carry out triage and initial troubleshooting of reported issues.



- Observe upgrade processes and learn supplier interaction procedures
Assist with configuration tasks by following documented steps Support simple problem investigations
 - Maintain the integration policy and that of data being entered once only
 - Participate as a supporting team member, carrying out basic project tasks such as documentation and testing
-
- Observe existing training sessions and assist with 1-2-1 support
 - Learn the update process, assist with the planning and monitoring of update deployments
 - Run basic reports and escalate anomalies to senior team members
 - Monitor existing interfaces and reports, follow guidance to correct simple issues
 - Support routine data extracts, learn about existing workflows and dependencies
 - Run pre-written reports with guidance
 - Undertake other duties as necessary to meet the needs of the Service, including service desk cover

This post is subject to a Standard DBS check and satisfactory references



What we can offer you

Pay

Grade 04 – Entry Level (<24 months)

Salary: Starting at £27,694 to £28,598 per annum

(Undertake a Digital Skills for Business Level 3 Diploma On-the-job training provided by the ICT Applications team on ICT application support)

Grade 06 – Completion of Apprenticeship

Salary: Starting at £31,537 to £34,434 per annum

(After successfully completing the Digital Skills for Business Level 3 Diploma and demonstration of competence in application support against the Job Description and Person Specification, progression to the role of ICT Applications Officer will be subject to review and professional discussion)

Hours of work

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

Location of work

The base location of the team is in Conwy, but the nature of the role means you will be required to work at different fire service locations, therefore 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
- Free on-site parking at all Service locations
- 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 through a Corporate Blue Light Card

Job Description

Post Title	ICT Applications Apprentice (leading to ICT Applications Officer on completion)
Department	ICT Department
Reports to	ICT MIS Manager
Location	Conwy Morfa

Overall Job Purpose

To provide efficient Application Support for NWFRS employees To assist the MIS Manager in the delivery of ICT's Application Support and to actively contribute to the ICT Department

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

Principal Duties and Responsibilities

- 1 Manage simple, minimal impact user queries with supervision Learn the supported business applications and service desk processes Provide triaging and initial troubleshooting for issues reported
- 2 Observe upgrade processes and learn supplier interaction procedures Assist with configuration tasks by following documented steps Support simple problem investigations
- 3 Maintain the integration policy and that of data being entered once only
- 4 Participate as a supporting team member, carrying out basic project tasks such as documentation and testing

- 5 Observe existing training sessions and assist with 1-2-1 support
- 6 Learn the update process, assist with the planning and monitoring of update deployments
- 7 Run basic reports and escalate anomalies to senior team members
- 8 Monitor existing interfaces and reports, follow guidance to correct simple issues
- 9 Support routine data extracts, learn about existing workflows and dependencies
- 10 Run pre-written reports with guidance
- 11 Undertake other duties as necessary to meet the needs of the Service, including service desk cover

Supervisory Responsibility

None

Financial Responsibility

None

Contacts Outside Own Section

All internal departments and stations regarding ICT applications matters on a frequent basis Government Departments, other Emergency Services and Agencies Third party suppliers of ICT software and services

Language Requirements

Welsh Level 2 – Speaking and Listening (to achieve this within the probation period) The ability to communicate in Welsh - Level 2 - 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 in a limited way as long as the topic is familiar Understand instructions when simple language is used

Employment Checks / Specific Requirements

Standard DBS

Mandatory Training

NWFRS Mandatory Training Modules

Working Conditions

Working indoors, and outdoors, may work at different fire service locations to install and maintain equipment This may occasionally involve being subjected to dirt, dust, noise and confined spaces whilst installing or maintaining equipment

May be required to move bulky and/or heavy objects

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Educated to at least GCSE level C (or equivalent) in English and Maths

Educated to at least GCSE level C (or equivalent) in IT

Previous personal or professional experience configuring IT systems

Awareness and knowledge of current Microsoft based systems, with an interest in developing further knowledge of operating systems and applications

Desirable

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

Educated to HNC level or equivalent in a related subject

Previous experience within an applications support environment

Skills

Essential

The qualities without which a post holder could not be appointed

Ability to work on own initiative and as part of a team

Ability to work with confidential information

Ability to drive and possess a full current driving licence

Ability to meet deadlines and work with speed, under pressure

Excellent communication skills

Enthusiasm to learn and complete mandatory training

Self-motivated individual

Desirable

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

Flexibility in hours of work

Welsh Speaking to Level 2

Other Relevant Requirements

Essential

The qualities without which a post holder could not be appointed

Standard DBS Check

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 eg 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

Recruitment Activity	Date
Closing date:	12:00 on 01/06/2026
Group Assessment Centre:	Friday 12th June 2026
Interviews:	Friday 19th June 2026

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, 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.

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 or call 01745 535 281.

Further information

If you have any questions regarding this role or would like an informal chat before applying, please contact Steve Morris, Head of ICT on steve.morris@northwalesfire.gov.wales

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.