



ICT CUSTOMER SERVICE MANAGER

ICT – Conwy

Permanent, 37 hours per week

NWFRS Grade 08 £ 39,152 to £41,771 per annum



Are you passionate about delivering outstanding ICT services? We are looking to appoint a dynamic, results-driven ICT Customer Service Manager (CSM) to join the ICT department based in Conwy.

The CSM is a supervisory leadership role, focused on ensuring our ICT services are not only technically robust, but also user-centred. They'll lead a team of ICT officers, managing the day-to-day provision of IT, communications and multimedia services. That work will underpin the efficiency and effectiveness of all North Wales Fire and Rescue Service's operations, supporting a wide range of talents and demands.

A core part of the role is building strong, trust-based relationships with staff across the Service. The CSM will work closely with their colleagues and the Head of ICT, championing technical proficiency and helping to shape the future of ICT within the service. The role involves managing projects, overseeing compliance and ensuring best value from our investments in technology.

The successful candidate will need to hold a degree level qualification in a relevant subject and / or significant experience in ICT service management. They will also need a formal project management qualification or proven experience in delivering projects within a framework.

The successful candidate will also need to have the ability to motivate and develop staff, to make decisions and use initiative without immediate access to their supervisory manager. This will be underpinned by excellent communication skills, coupled with decision-making and problem-solving abilities.

Applicants should note that the team is located in Conwy but the nature of the role means you may be required to work at different fire service locations across North Wales, therefore some travel to other locations within the Service area may be required and the candidate will need a full UK CAT-B driving license.

To apply, please complete and submit your application pack by email to: recruitment@northwalesfire.gov.wales

**Closing date for receipt of application forms is 12.00 noon, 27/10/2025
with interviews taking place on 5th and 7th November 2025.**

The closing date will be strictly adhered to and no exceptions will apply.

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.

