



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Project Management Apprentice

(Leading to Project Management Assistant)

Training Department

Candidate Information Pack

ATAL AMDDIFFYD YMATEB
PREVENTING PROTECTING RESPONDING

www.tangogleddcymru.llyw.cymru
www.northwalesfire.gov.wales

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Welcome from Justin Evans, Assistant Chief Fire Officer

Are you interested in a career offering huge variety, working closely with colleagues in a wide range of departments across North Wales?

Then have a look at what North Wales Fire and Rescue Service has to offer.

Business change is a fact of life for all organisations and North Wales Fire and Rescue Service is no exception. Whether it is technological advances or responding to the challenges of climate change the need for change is constant and, in many instances, requires the oversight of project management methodology to ensure projects are delivered.

The Project Management Apprentice will play a vital role in assisting project managers and teams to ensure that projects are delivered efficiently, on time, and within budget.



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 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 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.

As a Project Management Apprentice, you will provide essential support for programme and project management.

The role will support the successful delivery of the new training centre project by providing dedicated project coordination and administrative expertise. This role assists with the planning, monitoring, and control of project activities, ensuring that processes, documentation, and communications are managed efficiently and in accordance with organisational standards.

The Project Management Apprentice will work closely with the Deputy Project Manager and wider project team to facilitate progress, maintain accurate records, and help ensure that project objectives relating to time, budget, and quality are met throughout the project lifecycle.

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 this project.

The ability to manage and prioritise tasks is essential to ensure projects are delivered on time and within scope and budgets.



What we can offer you

Pay

Grade 04

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

Rising to Grade 06 on successful completion of the apprenticeship or pathway

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

Hours of work

This position is based on working 37 hours per week on a Monday to Friday basis but we 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 recently introduced an agile working policy to facilitate virtual and home working where feasible.

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	Project Management Apprentice
Department	Training Department
Reports to	Deputy Project Manager

Principal Duties and Responsibilities - during first 9 - 12 months

1. Support with administrative tasks for the planning, coordination and delivery of project activities, working collaboratively within a complex and dynamic project environment.
2. Initially with supervision, to be responsible for specific project workstreams or sub-projects, undertaking the planning and coordinating of associated activities, monitoring progress and deliverables, and reporting on outcomes to the Deputy Project Manager.
3. Assist in the preparation, monitoring and maintenance of key project documents, including status reports, risk logs, meeting records and updating minutes and action logs, ensuring accuracy and compliance with organisational standards.
4. Act as an initial point of contact for project stakeholders, to answer queries including face to face, emails, phones call and at internal and external meetings and working groups.
5. Support the Deputy Project Manager with arranging and attending consultation events with members of the public as required; support with the collation of feedback and recording of concerns to ensure that public opinions are documented and considered.
6. Support the Deputy Project Manager to organise project meetings, including preparing agendas, circulating papers, and ensuring action logs are recorded and followed up.
7. Ensure project plans are maintained and comply with project management frameworks, policies, and procedures, supporting audit activities as required.

8. Take responsibility for own professional development, keeping up to date with relevant project management practices and participating in training as required.
9. Undertake any other duties commensurate with the nature of the post.

Principal Duties and Responsibilities - for second year of apprenticeship onwards

1. Take a proactive, hands-on approach to supporting the delivery of project activities, working collaboratively within a complex and dynamic project environment.
2. Take responsibility for specific project workstreams or sub-projects, planning and coordinating activities, monitoring progress, and reporting on outcomes to the Deputy Project Manager.
3. Prepare, review, and maintain key project documents, including status reports, risk logs, and meeting records, ensuring accuracy and compliance with organisational standards.
4. Act as a key point of contact for project stakeholders, facilitating effective communication, managing expectations, and representing the project at internal and external meetings and working groups.
5. Engage and consult with members of the public as required, gathering feedback, addressing concerns, and ensuring that public perspectives are considered in project planning and delivery.
6. Proactively monitor and identify project risks, issues, and dependencies, implementing mitigation actions where appropriate and escalating significant concerns to the Deputy Project Manager.
7. Organise and facilitate project meetings, including preparing agendas, circulating papers, and ensuring actions are recorded and followed up.
8. Support departments in adapting to change by using persuasive and negotiation skills to challenge existing ways of working, with a view to redesigning and streamlining processes to improve effectiveness and efficiency.
9. Provide informal guidance and support to new project team members, assisting with induction, training, and the

development of project management skills.

10. Monitor adherence to project management frameworks, policies, and procedures, assisting with quality assurance checks and supporting audit activities as required.
11. Take responsibility for own professional development, keeping up to date with relevant project management practices and participating in training as required.
12. Undertake any other duties commensurate with the nature of the post.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Educated to Higher Apprenticeship – Project Management Level 4 or equivalent (to be attained during the first 18 months of appointment)

English Language and Mathematics GCSEs at grade 4 or above (or equivalent qualification levels)

Demonstratable experience supporting or managing projects, ideally in a public sector or emergency services context.

Proven ability to co-ordinate project workstreams, monitor progress and report outcomes.

Proficiency in project management tools and Microsoft applications.

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

Strong organisational skills, with the ability to plan, prioritise, and deliver work to deadlines in a dynamic environment.

Excellent communication skills – both written and verbal – for engaging with stakeholders at all levels.

Analytical and problem-solving skills, with attention to detail and accuracy in documentation.

Ability to work both independently and collaboratively, showing initiative and adaptability.

Ability to drive and possess a full current driving licence.

Evidence of a conscientious and proactive approach to work to achieve and maintain excellent standards.

Ability to meet deadlines and work with speed

Desirable

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

Flexibility in hours of work.

Welsh Speaking

*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

Level 2

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.

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.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	Having level 2 Welsh skills means that; • you can give and receive personal details and basic information, • make simple job-related requests and say a few phrases about yourself. • you can also demonstrate level 1 skills that include correct pronunciation.
Other	Understand our Service commitments in compliance with Welsh Language Standards. Work with the Welsh Language Officer to ensure compliance with Standards.

How to Apply

Closing date 12:00 on 28/11/2025

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: hrdesk@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 call or email Louisa Morris on 01745 352 711 or louisa.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.

Appointments are conditional upon a valid Right to Work check, satisfactory references and undertaking a Disclosure and Barring Service (DBS) check. Please be aware this check will pick up any spent and unspent convictions or cautions.

Prior to any formal offers being made successful applicants will be required to undertake a Drug and Alcohol Test.