



Gwasanaeth Tân ac Achub
Fire and Rescue Service

ICT Customer Service Manager

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 support 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.

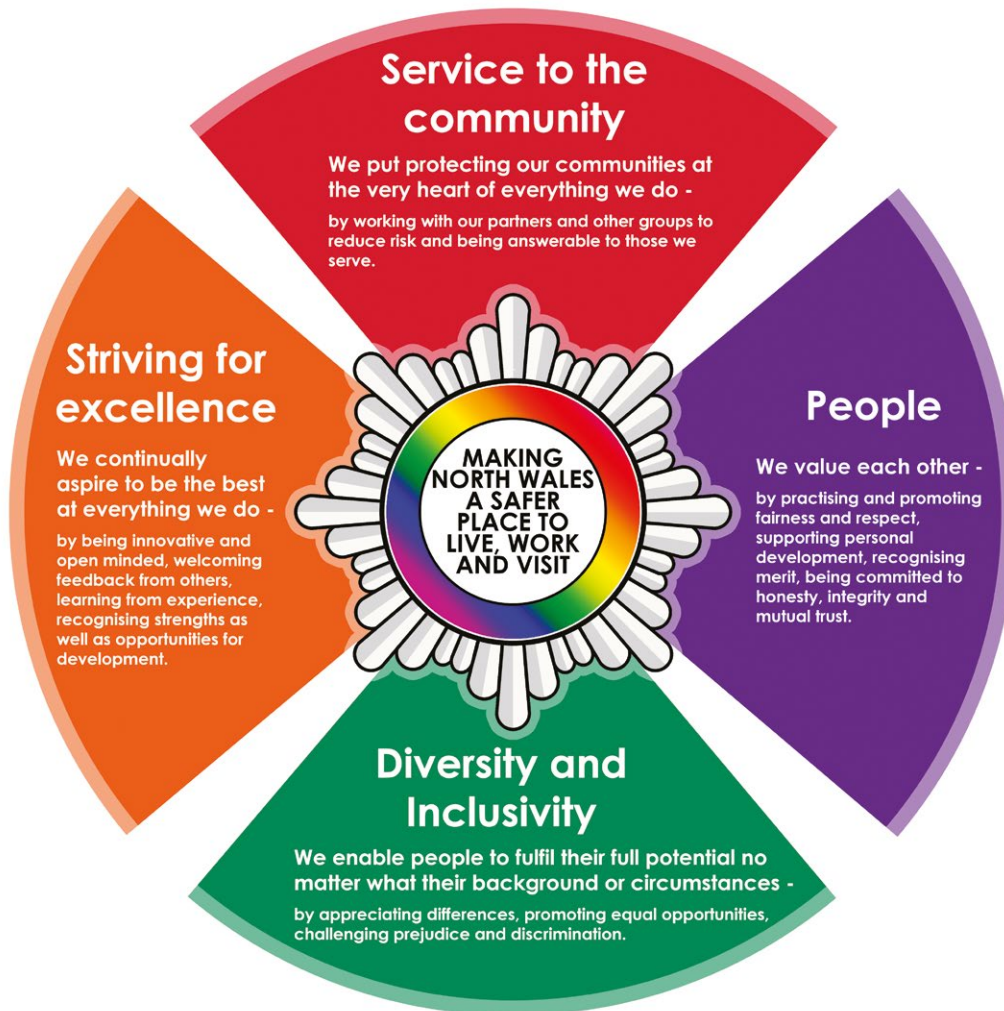
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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](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. 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 an ICT Customer Service Manager, who will be responsible for ICT support 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.



What we can offer you

Pay

Grade 08

Base Salary: Starting at £39,152 per annum, rising to £41,771 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 Conwy 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 CAT-B 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	ICT Customer Service Manager
Department	Information Communications Technology
Reports to	Head of ICT
Location	Conwy

Overall Job Purpose

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 support and develop IT, communications, and multimedia services.

Principal Duties and Responsibilities

1. Manage and performance-monitor the day-to-day provision of customer facing information technologies, including equipment involved in the mobilisation of firefighters and appliances. Co-ordinate the resolution of defects. Maintenance of the asset database
2. Develop strong relationships with stakeholders to foster a caring culture of customer service. Balance available resources to meet service demands and manage conflicts arising from competing expectations.
3. Oversee risk management within the customer facing team, learning from lessons as part of continual service improvement. Formulate risk assessments, create related policies and procedures
4. Identify the ICT training needs of the Service. Develop training strategies alongside the applications team, providing oversight and assurance of training delivery, ensuring they align with the any EDI requirements. Evaluate feedback to ensure the plans continue to meet Service needs.
5. Research and procure innovative technological solutions to meet business needs. Using technical knowledge, design and develop large scale information systems, including bespoke fire service technologies. Attend product seminars,

presentations and evaluations.

6. Align ICT operations to recognised best practice and audit requirements. Quality assurance of the ICT services ensuring that targets and deadlines are met
7. Monitoring and Forecasting expenditure of the ICT budget, ensuring the Service receives best value for money.
8. Ensure procurement regulations are followed, following frameworks or tenders as appropriate
9. Regular meetings with suppliers and contractors to address areas such as technical improvement, project planning, service level and equipment performance
10. Liaise with Service managers to provide an escalation path for ICT problems that cannot be resolved by ICT officers or engineers.
11. Provide a lead for Service projects relating to customer facing technologies.
12. To assist the Head of ICT and other fellow managers in the effective running of the ICT Department. Deputise for the Head of ICT as and when required.

Supervisory Responsibility

- Supervision and development of a team of ICT Officers
- Supervision of third-party suppliers for the provision of ICT equipment, service management and consultancy, including the instructing, advising, and checking of completed work

Financial Responsibility

- Delegated financial responsibility of up to £20,000

Contacts outside ICT

- All departments and stations

- Government departments, other emergency services and agencies
- Suppliers and supporting partner organisations

Working Conditions

- Working indoors, and outdoors, may be required to work at different fire service locations to install and maintain equipment.
- May be subject to dirt, dust, noise, and confined spaces whilst installing or maintaining equipment.
- May be required to move bulky and/or heavy objects.

Language Requirements

- Level 2 (to be achieved within probation period) – Requires that the postholder can
 - ◇ understand the gist of conversations in work.
 - ◇ Respond to simple job-related requests and requests for information.
 - ◇ Ask simple questions and understand simple responses.
 - ◇ Express opinions in a limited way if the topic is familiar.
 - ◇ Understand instructions when simple language is used.

Mandatory training provided

- Leadership training
- Technical training as technology evolves

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Degree level qualification in a related subject and/or experience within an ICT environment.

Previous staff management experience

Experience delivering projects, or holds a suitable Project Management Qualification such as Prince2 Practitioner

Good working knowledge of current Microsoft systems and applications.

Desirable

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

Experience of working in an emergency service environment

ITIL Qualification

People Management Qualification

Skills

Essential

The qualities without which a post holder could not be appointed

Ability to make decisions and use initiative without immediate access to supervisory staff

Ability to motivate and develop staff

Excellent communication skills.

Ability to drive and possess a full current driving licence.

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

*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.

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	• 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	• 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

Closing date:

12:00 on 27/10/25

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.

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 call the ICT Service Desk on 01745 352774 and ask for the Head of ICT

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.