



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Safeguarding Manager

Prevention Department

Candidate Information Pack

ATAL AMDDIFFYFN YMATEB
PREVENTING PROTECTING RESPONDING

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www.northwalesfire.gov.wales

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Welcome from Justin Evans, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they often picture Firefighters responding to emergencies but our responsibility to protect our communities extends far beyond the frontline.

At North Wales Fire and Rescue Service, safeguarding is a fundamental part of how we keep North Wales a safer place to live, work, and visit.

Are you looking for a meaningful role where you can make a real difference to the safety and wellbeing of others? As Safeguarding Manager, you will play a vital part in ensuring that our staff, volunteers, and the public, particularly the most vulnerable, are protected from harm.

Working across departments and in partnership with external agencies, you will provide expert guidance, promote best practice, and help embed a strong safeguarding culture throughout the organisation.

Saving lives and reducing risk will always be our priority and safeguarding is central to achieving that mission. We are committed to creating an environment where people feel safe, supported, and confident to speak up when something isn't right.

Our core values shape how we work and the standards we uphold. We're looking for someone who shares these values and is ready to make a lasting impact.

This candidate information pack offers an introduction to the role and our Service, but we are always happy to provide further insight through informal discussion to support your decision.



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.

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

Are you passionate about protecting vulnerable individuals and ensuring the highest standards of safety and wellbeing?

North Wales Fire and Rescue Service is seeking a dedicated Safeguarding Manager to lead and strengthen our safeguarding practices across the organisation.

As we respond to evolving challenges and the diverse needs of the communities we serve, we remain committed to creating a safe, supportive, and inclusive environment for everyone. This role is central to ensuring that safeguarding is embedded in everything we do.

As our Safeguarding Manager, you will play a pivotal role in developing and implementing robust safeguarding strategies and policies. Reporting to the Head of Prevention this is a critical leadership position where you will oversee compliance, provide expert guidance, and drive continuous improvement in safeguarding standards.

You will work closely with senior leaders, operational teams, and external partners to ensure that all staff understand their responsibilities and that safeguarding concerns are managed effectively and sensitively.

Key responsibilities include:

- Leading the development and delivery of safeguarding policies and procedures.
- Providing expert advice and support on safeguarding issues across the Service.
- Ensuring compliance with statutory requirements and best practice standards.
- Coordinating safeguarding training and awareness programmes for staff.
- Building strong relationships with partner agencies to promote collaborative safeguarding approaches.
- Representing NWFRS at Safeguarding meetings, strategy discussions and case reviews.

You will also champion our commitment to equality, diversity, and inclusion (EDI), ensuring that safeguarding practices reflect our values and create a culture where everyone feels safe, respected, and supported.

What we can offer you

Pay

Grade 9

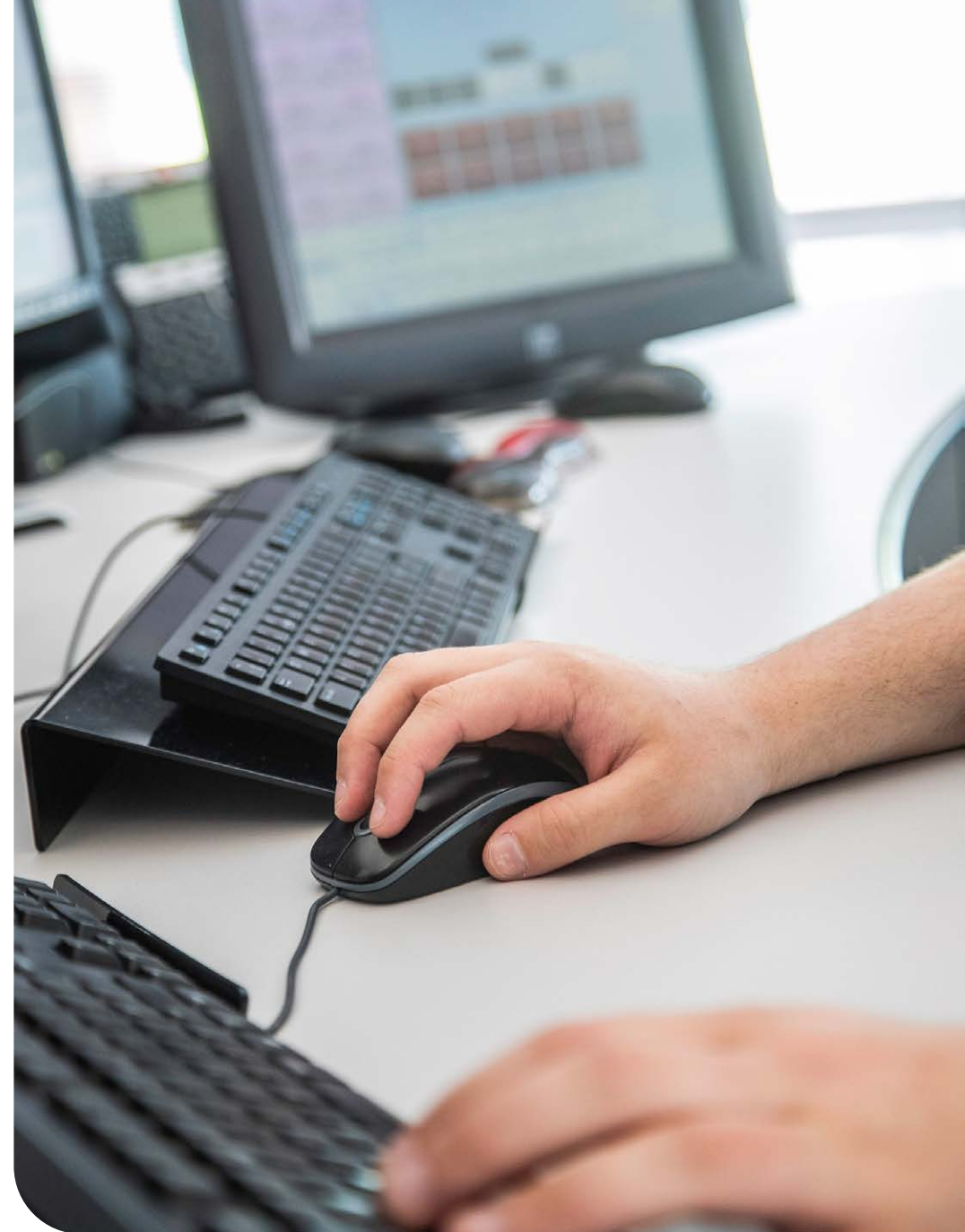
Salary: Starting at £42,839 rising to £46,142

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 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 Corporate Membership of the Blue Light Card.



Job Description

Post Title	Safeguarding Manager
Department	Prevention
Reports to	Head of Prevention
Location	Area Office with agile homeworking

Overall Job Purpose

To lead and manage the day-to-day safeguarding responsibilities within North Wales Fire and Rescue Service, ensuring the protection and well-being of vulnerable individuals. The role involves developing, implementing, and maintaining safeguarding policies and procedures, providing expert advice and training to staff, and ensuring compliance with relevant safeguarding legislation and best practices. The Safeguarding Officer will act as the key point of contact for safeguarding concerns, working collaboratively with internal teams and external agencies to support the safety of individuals at risk.

Policy Development and Compliance

- Develop, implement and maintain safeguarding policies, procedures and best practice.
- Ensure compliance with national and local safeguarding legislation such as the Children Act 1989 & 2004, the Social Service and Well-being (Wales) Act 2014 and Wales safeguarding procedures.
- Regularly review and update safeguarding protocols in line with emerging risks and legislative changes.
- Ensure compliance with The Worker Protection (Amendment of Equality Act 2010) Act 2023, introducing a legal duty for employers to proactively take reasonable steps to prevent sexual harassment.

Incident Management and Reporting

- Act as the Designated Safeguarding Lead (DSL) for the Fire and Rescue Service.
- Receive and assess safeguarding referrals from Firefighters, staff and external agencies.
- Ensure timely and appropriate responses to safeguarding concerns, including escalating serious cases to social services, police or other relevant agencies.
- Maintain accurate and confidential records of safeguarding cases and interventions.

Training and Awareness

- Deliver safeguarding training and awareness sessions to operational and non-operational staff.
- Ensure all personnel understand their safeguarding responsibilities, including how to identify and report concerns.
- Provide specialist advice and guidance to colleagues on safeguarding best practice.

Multi – Agency Collaboration

- Work closely with local authorities, social services, police, NHS and other safeguarding boards to ensure a coordinated response to safeguarding issues.
- Represent NWFRS at safeguarding meetings, strategy discussions and case conferences.
- Support partnership initiatives aimed at protecting vulnerable people, including those at risk of domestic abuse, modern slavery and exploitation.

Risk Assessment and Prevention

- Identify and assess risks related to vulnerable individuals during Home Safety visits, Operational incidents and community engagement activities.
- Support the development of risk reduction strategies for vulnerable persons, including the elderly, disabled and those experiencing mental health challenges.
- Work with teams delivering safe and well visits to ensure safeguarding considerations are fully integrated.

Internal Support and Guidance

- Provide safeguarding guidance to firefighters, control room staff, prevention teams, CYP staff and community safety staff.
- Support managers in handling safeguarding concerns related to staff welfare and misconduct.
- Assist in investigations relating to safeguarding breaches within the organisation.

Data management and reporting

- Maintain safeguarding case records in line with GDPR and data protection policies.
- Analyse trends and produce safeguarding reports for senior management and the safeguarding committee.
- Contribute to performance reviews and audits of safeguarding procedures.

Community engagement and public protection

- Raise awareness of safeguarding issues within communities through public engagement activities.
- Support initiatives to protect individuals from fire related risks linked to self neglect, hoarding, substance abuse and domestic violence.
- Work with the educationalists to enhance safeguarding within schools.

Supervisory Responsibility

No direct reports but the post holder will oversee safeguarding related work given to Prevention and Protection colleagues and fire crews.

Financial Responsibility

None

Contacts Outside Own Section

- Other Managers and Service personnel.
- North Wales Police
- Other Fire & Rescue Services
- Local Authorities
- Natural Resources Wales
- Youth Justice Service
- Probation Service
- North Wales Safeguarding Board
- Social Services
- Housing Associations
- Education
- National Parks
- Community groups
- Third Sector Groups
- Welsh Government
- General public

Language Requirements

Speaking and listening, level 4 – requires that you can keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

Employment Checks / Specific Requirements

DBS Level – Enhanced DBS Check

Other

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.

Work may be required at a variety of locations throughout the Service area. Travel may be required to attend to work related issues and training outside of the Service area, across the Wales region and beyond.

The ability to work alone. The ability to work outside of normal working hours when agreed with management when required.

Person Specification

Qualifications Knowledge & Experience

Essential

The qualities without which a post holder could not be appointed

Appropriate designated safeguarding lead (DSL) qualification or equivalent safeguarding training*

Relevant qualification in Social Work, Health and Social Care, Public Services, Child Protection, or a related field (e.g., NVQ Level 4, Diploma, or Degree).*

Evidence of continued professional development in safeguarding.

Proven environment experience in a safeguarding role within a public service, emergency service, health, education, social care, or law enforcement

Strong knowledge of safeguarding legislation, policies, and procedures, including:

- Children Act 1989 & 2004
 - Social Service and Well-being (Wales) Act 2014
 - Wales Safeguarding Procedures
 - Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Data Protection (GDPR) and Information Sharing Protocols

Experience in handling safeguarding referrals, risk assessments, and multi-agency working.

Desirable

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

Knowledge of domestic abuse, modern slavery, child sexual exploitation (CSE), radicalisation, self-neglect, hoarding, and other safeguarding risks.

Mental Health First Aid (MHFA) or equivalent qualification

Qualification in Prevent/Counter-Terrorism awareness.

Recognised training in trauma-informed practice or domestic abuse awareness.

Previous experience in a fire and rescue service, emergency services, or community safety role.

Knowledge of Safe and Well visits and fire risk assessments for vulnerable individuals.

Experience in working with vulnerable groups, including the elderly, those with disabilities, and those experiencing mental health challenges.

Experience in writing safeguarding policies and conducting safeguarding audits.

Skills & Abilities

Essential

The qualities without which a post holder could not be appointed

Strong interpersonal and communication skills, with the ability to engage with individuals from diverse backgrounds.

Ability to handle sensitive and distressing situations with professionalism, confidentiality, and empathy.

Confident in decision-making when assessing safeguarding concerns and escalating cases appropriately.

Excellent organisational and administrative skills, including maintaining accurate safeguarding records.

Strong presentation and training skills, with the ability to deliver safeguarding training to staff and stakeholders.

Ability to work collaboratively with multi-agency partners, including police, social services, health professionals, and community groups.

Welsh language skills to communicate effectively with service users in North Wales.

Desirable

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

Proficiency in using safeguarding case management systems and databases.

Experience in leading safeguarding investigations or conducting internal reviews.

Other Relevant Requirements

Essential

The qualities without which a post holder could not be appointed

Full UK Driving Licence and ability to travel across North Wales for safeguarding meetings and casework.

Ability to work flexible hours, including occasional evenings and weekends, to respond to safeguarding incidents.

Enhanced DBS (Disclosure and Barring Service) check required.

Commitment to equality, diversity, and inclusion (EDI) and ensuring safeguarding practices are inclusive.

Desirable

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

Experience in media or public engagement regarding safeguarding awareness campaigns

Ability to represent the Fire and Rescue Service at safeguarding boards and committees

*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 4

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 4 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none">• Able to keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information.• Able to contribute effectively to meetings and seminars within own area of work.• Able to argue for/against a case

Reading

- Able to read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved

Writing

- Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application.
- Able to take reasonably accurate notes in meetings or straightforward dictation.
- Able to write a report / document relating to own job area

A short Welsh assessment will be undertaken prior to the interview stage for shortlisted applicants to ensure that this criteria is met.



Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 noon on Friday 16th January 2026
Interviews:	w/c 26th January 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 hrdesk@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 call or email Jody McEachern, Head of Prevention on 01745 352 686 or jody.mceachern@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 or English will be treated equally.

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. Before we confirm your appointment, you will also undertake a Drug and Alcohol Test.