



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION PACK

mawwfire.gov.uk



Introduction

Dear Applicant,

Thank you for your interest in joining Mid and West Wales Fire and Rescue Service. My vision for our Service is to deliver the best possible service for the communities of Mid and West Wales. Whilst we have a proud track record of achievement, we know that there is always room for improvement.

When people think of a career in the Fire and Rescue Service, they tend to think of Firefighters responding to emergency incidents, but it's not just Firefighters who make mid and west Wales a safer place.

Behind the operational scene, the Service has a large range of other posts within different departments which are either office based or in our workshops, and we employ people in professional, technical, and administrative roles.

Without corporate support functions in place to provide the systems, processes and technology, the Service would not be able to deliver the best possible service to our communities.


If you're looking for a career with variety, a challenge, and opportunities for progression, along with all the benefits you'd expect from a key public service organisation, then why not consider joining us in one of our specialist or administrative support functions.

Thank you and good luck



A handwritten signature in black ink that reads "Craig Flannery".

Craig Flannery
Chief Fire Officer



EIN GWELEDIGAETH
I ddarparu'r Gwasanaeth gorau posibl i gymunedau canolbarth a gorllewin Cymru.

OUR VISION
To deliver the best possible service for the communities of mid and west Wales.

#eichgtacgc **#yourmawwfrs**

BEHAVIOURS

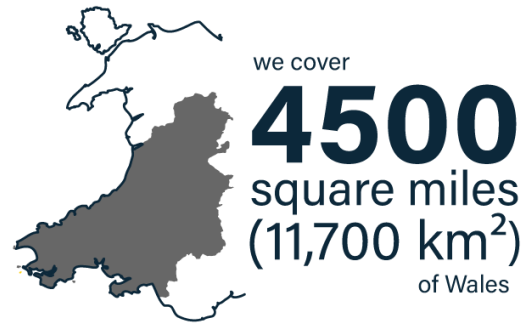
- ✔ Be Accountable
- ✔ Be Respectful
- ✔ Demonstrate Integrity
- ✔ Be Impartial
- ✔ Be Ethical

ENABLERS

-  Our people
-  Corporate Social Responsibility
-  Leadership and Management: Governance, decision making and continuous improvement
-  Digital and Information Communications Technologies Strategy
-  Financial Resilience
-  Partnerships and Collaboration



About the Service



The Service was created in 1996 by the Local Government (Wales) Act 1994, following the merger of Dyfed, Powys and West Glamorgan Fire Brigades Mid and West Wales Fire and Rescue Service covers the following County Council areas:



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Cyngor Sir Gâr
Carmarthenshire
County Council



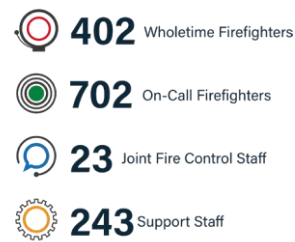
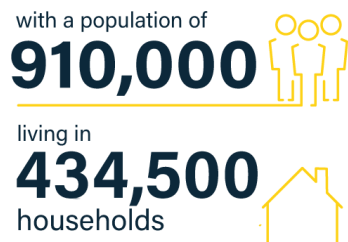
Powys

The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km² (4,500 square miles), with 650km of coastline. With its Headquarters in Carmarthen, the Service employs 1300 staff, with a little over 1100 of those based in one of 58 stations spread across three Divisions. The Service has the third highest population sparsity in England and Wales and there are 900,000 people that live within our Service area. This number increases to over 2 million as a result of tourism through the summer months.

It is the third geographically largest Fire and Rescue Service in the United Kingdom, behind the Scottish and Northern Ireland Fire and Rescue Services. This in itself presents a range of different challenges.

There are a variety of risks found within the Service area, ranging from the petrochemical industries in Milford Haven, to the risks associated with heavily populated areas such as Swansea and Neath Port Talbot. There is also a large farming community and many other light industries throughout the area.

These, together with an extensive coastline and inland waterways, form some of the specialised risks found within the Service.





Benefits

Working for the Service opens the door to a whole portfolio of benefits which can enhance your lifestyle both now and in the future.



Competitive rates of pay -
recently reviewed to ensure fairness across all roles; with annual increments to the top of your salary band, as you build knowledge and experience.



Local Government Pension scheme -
A generous pension scheme, with the Service making a substantial contribution (currently 15.2%) to fund your retirement, as well as the option to increase your benefits by purchasing additional pension or investing in Additional Voluntary Contributions (AVC).



Generous Annual leave -
26 Days plus bank holidays, going up to 33 days after 5 years employment.



Flexi Scheme -
Opportunity to flex your working hours to help accommodate life outside of work.



Free on-site parking



Cycle to Work



Staff Discount scheme



Health and Wellbeing

- Access to Blue Light Card discount scheme
- Car Leasing Salary Sacrifice scheme
- Let's Connect IT equipment loan scheme
- Sports and Social Club
- Firefighters Charity



A Working Environment Shaped by our Values

Committed to Equality and Diversity -

Equality, diversity and inclusion is at the heart of what we do as a Service and are values which sit at the core of our organisational processes, practices and culture.

As a service, we are committed to identifying, understanding, and eliminating all barriers that prevent access to services, information, and employment.

The Service currently has a small number of internal employee networks / forums in place, which play an active role in:

- Championing issues for employees.
- Contributing to the organisation's diversity and inclusion agenda.
- Advising on policy development.
- Improving the work environment for employees



Committed to reducing our Environmental Impact

We recognise that our operations have an effect on the global and local environment and are committed to minimising adverse environmental impacts within financial, operational and resource constraints.

In our race to Net Zero Carbon Status by 2030, the Service has set itself targets that align with the Welsh Government route map for decarbonisation across the Welsh public sector.

The Service has achieved Level 5 Green Dragon Environmental Standard accreditation for the 8th year in a row.

#CARBONZERO30



Job Profile

Salary: £32,061 - £33,699

ABOUT THIS JOB

To support the development, implementation, and ongoing improvement of the On-Call duty system by working closely with the On-Call Support Lead, divisional teams, and key departments. The role will contribute directly to delivering the **Objective 2 Action Plan**, enhancing service performance, and strengthening cross-service collaboration.

For further information regarding this post, please contact Kerry Hughes - SMB On Call Lead: Kerry.Hughes@mawwfire.gov.uk

To apply for the role, please complete the application form available, with reference to the criteria set out in the Job Description and Person Specification.

Completed forms should be returned by email to humanresources@mawwfire.gov.uk. Please enclose copies of your qualifications with the application.

Please be advised that applications are welcome in Welsh, and any applications submitted in Welsh will not be treated less favourably than an application submitted in English.



Job Description

TITLE OF POST:	On-Call Support officer
RANK/ROLE:	Grade 6
POST REFERENCE:	
LOCATION:	Service wide
RESPONSIBLE TO:	On-Call Support Lead
MAIN PURPOSE OF JOB:	Work closely with the On-Call Support Lead, divisional teams, and key departments to implement the Objective 2 Action Plan, drive improvements in the On-Call duty system, and strengthen collaboration across the service.



1) To assist with ensuring and coordinating the day-to-day provision of administrative support, monitoring, and communication within the On-Call support team.	On-Call Support Lead
2) To support On-Call recruitment campaigns across the service area, both internally and externally, by:- <ul style="list-style-type: none">• delivering targeted On-Call recruitment activities as directed by the On-Call Support Team Lead, aligned with divisional priorities and staffing needs.• Provide active support for divisional recruitment campaigns, contributing to planning, promotion, engagement, and candidate follow-up as required.	On-Call Support Lead
3) To support the efficient and effective delivery of Point of Entry Testing Days across the Service area, as required.	On-Call Support Lead
4) To co-ordinate training exercises and development activities for new entrants, in collaboration with divisional teams.	On-Call Support Lead
5) Engage with employers of current On-Call firefighters to ensure they are recognised and valued for releasing their staff. Build stronger relationships with other employers by highlighting the benefits of employing an On-Call firefighter.	On-Call Support Lead
6) To assist the Service in the promotion of the On-Call Firefighter role across both internal and external audiences.	On-Call Support Lead
7) To provide support for the implementation of On-Call service improvements, as directed by the On-Call Support Team Lead.	On-Call Support Lead
8) Providing support to HR and divisional teams by serving as a liaison for potential new entrants, ensuring the accurate communication and management of all recruitment-related information.	On-Call Support Lead



9) To provide comprehensive administrative support, including the production of meeting notes, for all matters associated with On-Call Improvement meetings.	On-Call Support Lead
10) Responsible for training personnel on OARS system and supporting data accuracy working closely with ORH and CRMP team.	On-Call Support Lead
11) To uphold and actively promote the Service's Health and Safety policies within the full scope of this role's responsibilities.	On-Call Support Lead
12) To utilise the She Assure software to ensure effective reporting of, and feedback on, all matters relating to Health and Safety.	On-Call Support Lead
13) Responsible for maintaining the On-Call support team email account ensuring all emails are actioned in a timely manner by the On-Call support team.	On-Call Support Lead
14) Promote respect, integrity, trust, honesty and fairness both within the organisation and in the delivery of services.	On-Call Support Lead
15) To maintain own skills and overall competencies relevant to the role.	On-Call Support Lead
16) Responsible for ensuring that the On-Call Insight page is consistently updated, accurately maintained, and kept current at all times.	On-Call Support Lead
17) Any duties that can be reasonably categorised under the role in the absence of the On-Call Support Team Lead.	On-Call Support Lead



18) Commit to safeguarding and promoting the welfare of children, young people, and adults at risk of abuse and or neglect in the wider communities by reporting concerns to the Services Safeguarding Officer and/or Safeguarding Team.

On-Call Support Lead

- ❖ The responsibility for administering the contents of this job description lies with the post-holder.
- ❖ The post-holder should continually check this job description and any responsibility not included and any proposed variations should be the subject of discussion with the Line-Manager.
 - Where difficulties arise that cannot be resolved by the Line-Manager reference may be made to the Head of Division or Department who will consult with parties as necessary.

Name:

Signature:



Personal Specification

POST TITLE	On- call Support officer
LOCATION	Service Wide
POST NUMBER	
GRADE	Grade 6
DEPARTMENT	On call
DBS CHECK	Standard

Factor	Evidence	Essential/ Desirable	Assessment Method
Knowledge	Knowledge and experience of using Office 365 including Microsoft Word and Outlook	Essential	Application form and Interview
	Knowledge of recruitment and resourcing processes, including planning, promotion, candidate engagement, and follow-up, particularly within an operational or emergency service context.	Desirable	Application form and Interview
	Understanding of On Call (Retained Duty System) firefighter roles, including recruitment challenges, training pathways, and community-based staffing models.	Desirable	Application form and Interview
	Knowledge of delivering and supporting recruitment activities across internal and external audiences, aligned to organisational priorities and local staffing needs.	Desirable	Application form and Interview
	Understanding of the coordination and delivery of assessment or selection activities, such as Point of Entry Testing Days.	Desirable	Application form and Interview
	Knowledge of training and development processes for new entrants, including coordinating exercises and development activities with multiple teams.	Desirable	Application form and Interview
	Awareness of the importance of employer engagement in supporting On Call personnel, including the impact of release-from-work arrangements.	Desirable	Application form and Interview



	<p>Understanding of stakeholder engagement principles, including building effective relationships with employers and partner organisations.</p> <p>Knowledge of communication and promotional approaches used to raise awareness of roles across diverse audiences and communities.</p>	<p>Desirable</p> <p>Desirable</p>	<p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p>
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Experience	<p>Experience of supporting recruitment or attraction campaigns, including contributing to planning, promotion, candidate engagement, and follow-up activity.</p>	Desirable	Application form and Interview
	<p>Experience of delivering or supporting targeted recruitment initiatives across internal and external audiences, aligned to organisational or service priorities.</p>	Desirable	Application form and Interview
	<p>Experience of assisting with the coordination and delivery of assessment or selection activities, such as testing or assessment days, within a structured recruitment process.</p>	Desirable	Application form and Interview
	<p>Experience of working collaboratively with multiple teams or departments to support recruitment, training, or development activities.</p>	Desirable	Application form and Interview
	<p>Experience of coordinating or supporting training exercises or development activities for new entrants or recruits.</p>	Desirable	Application form and Interview
	<p>Experience of engaging with a range of stakeholders, including employers or partner organisations, to build and maintain effective working relationships.</p>	Desirable	Application form and Interview
	<p>Experience of supporting communication or promotional activities to raise awareness of a role, service, or initiative across different audiences. Experience of working in a role requiring effective organisation, prioritisation, and attention to detail across multiple activities or locations.</p>	<p>Desirable</p> <p>Desirable</p>	<p>Application form and Interview</p> <p>Application form and Interview</p>



			Application form and Interview
Job Related / Personal Skills	<p>Ability to analyse technology needs and support implementation of new digital systems</p> <p>Able to work collaboratively in a team as well as independently</p> <p>Creative, innovative, and enthusiastic about advancing immersive learning</p> <p>Commitment to maintaining high standards of accuracy, quality, and service professionalism</p> <p>A current full driving license and/or ability to travel to various work locations</p> <p>The ability to communicate in Welsh</p>	<p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>	<p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form</p>
Communication	<p>Ability to communicate clearly, provide guidance, and support users with varying digital skill levels</p> <p>Ability to collaborate effectively with subject-matter experts and internal/external stakeholders</p>	<p>Essential*</p> <p>Essential*</p>	<p>Application form and Interview</p>



In line with the Service’s Recruitment and Selection procedure, a standard disclosure is required as a minimum for all roles.

Certain roles will be subject to increased levels of DBS check, dependent on the duties and responsibilities of the role, and as designated by the relevant Head of Division or Department.

Where a requirement for a higher level of DBS check has been identified the level and justification for this is specified below:

LEVEL:

Standard

JUSTIFICATION:

PREPARED BY:

DATE: April 2026



How to Apply

Closing Date: 06 May 2026

The information provided on the application form is key information that will be used in the short-listing process. It is therefore important that the guidance notes below are followed when completing the application form. This will ensure all the relevant information is available to make a decision on whether you will be shortlisted for interview. Short listing will involve assessment of the details provided on the application form against the criteria outlined in the Person Specification provided.

Applications will be accepted in other formats where an applicant has difficulty completing the standard form as a result of disability.

What happens after you've sent in your application?

Once we've received your application, we will separate the equal opportunities monitoring form which will not form part of the selection process and will send the application form only to the shortlisting department. We will send an acknowledgement of receipt to all applicants.

Your application will then be assessed against the criteria (in a person specification) and the shortlisting panel will decide whether it can be shortlisted.

If you are not shortlisted for an interview, you will be advised in writing, usually within six weeks of the closing date. If you have not heard from us by then, please contact us.

If you are shortlisted for interview, you will receive an email from us usually within 2-3 weeks of the closing date, advising the date, time and location of the interview. The email will also include details of assessment testing which is to be carried out and will continue the documentation which you are required to bring with you, if applicable to the role.



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