



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION PACK

www.mawwfire.gov.uk



Introduction

Dear Applicant,

Thank you for your interest in joining Mid and West Wales Fire and Rescue Service.

My vision is for our Service *'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 stylized, 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



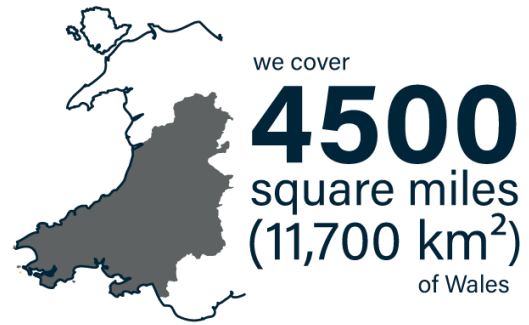
Financial Resilience



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:

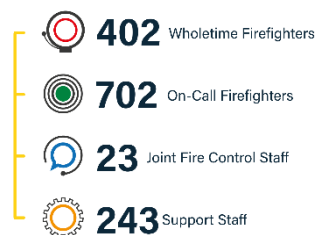
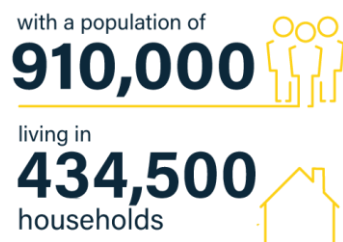


The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km² (4,500 square miles), with 650km of coastline. With its Headquarters in Carmarthen, the Service employs 1300 staff, with a little over a 1100 of those based in one of 58 stations spread across three Divisions. 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 into 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 funding 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
- Subsidised canteen facilities
- 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: Grade 7 - £34,434 - £36,363

ABOUT THIS JOB

Mid and West Wales Fire and Rescue Service is seeking applications from individuals for the role of Information Systems Officer, initially based within the HR Department based at Service Headquarters, Carmarthen. This is a permanent position.

The Role

We are looking for a proactive Information Systems Officer to join our team and support the ongoing digital transformation across the organisation. This position will initially be based within the HR Department, with future deployment across the wider organisation depending on Service needs.

In this role, you'll collaborate with system owners and managers to enhance information systems, digitise paper-based processes, develop e-forms and automated workflows, and provide expert user support and training. If you enjoy improving systems, solving problems, and helping teams work smarter through technology, this could be the perfect opportunity for you.

If you enjoy solving problems, improving processes, and helping people work smarter through technology, this is an exciting opportunity to play a central role in shaping our digital future.

This is a full-time post working 37 hours per week with flexible hours in line with the Service's flexi-time scheme.

Enquiries

For further information regarding this post, please contact HR Manager, Lizzie Jones on lizzie.jones@mawwfire.gov.uk



Job Description

TITLE OF POST:	Information Systems Officer
RANK/ROLE:	Grade 7
POST REFERENCE:	
LOCATION:	Service Headquarters
RESPONSIBLE TO:	Assigned Departmental Managers
MAIN PURPOSE OF JOB:	<p>Initially appointed to the HR Department, the information Systems Officer will work with key system owners on the development of information system and digitisation of processes across all departments, ensuring it supports both operational needs and digitisation objectives.</p> <p>Working closely with each system provider to resolve issues, implement enhancements, and ensure system performance and development aligns with Service requirements.</p> <p>Collaborate with departments across the Service to explore and progress digitisation-related initiatives, including the digitisation of paper forms, offering expert guidance and support to ensure solutions are fit for purpose and future-ready</p>



SCHEDULE OF RESPONSIBILITIES

RESPONSIBLE TO

Supporting system owners within departments with development of the Services information systems to include process and quality management.	Assigned Departmental Managers
Evaluate system enhancements and identify opportunities to streamline processes through automation to improve data quality and reporting efficiency.	Assigned Departmental Managers
Responsible for encouraging optimum use of internal information management systems, promoting a climate of collaboration and innovation.	Assigned Departmental Managers
Responsible for the development of Eforms and automated workflows within the allocated Department to remove paper processes and enable wider use of technology led solutions.	Assigned Departmental Managers
Responsible for implementing systems projects, including evaluating, testing and implementing software for additional future modules.	Assigned Departmental Managers
Responsible for the planning, implementation and testing of minor releases and the planning of any future upgrades.	Assigned Departmental Managers
Responsible for the progress of the systems development, with all departments, across various system modules including software configuration, process mapping, recommending change to meet future systems strategy.	Assigned Departmental Managers
Develop document management, automated alerts and workflow solutions for system users.	Assigned Departmental Managers
Develop the systems permissions of each department and in line with GDPR requirements.	Assigned Departmental Managers
Support other system users with designing and delivering module specific training, and producing user guides and manuals, relevant to the specific modules.	Assigned Departmental Managers



Develop and deliver training for managers and employees with regards self service requirements, and other automated workflows.	Assigned Departmental Managers
Work closely with managers and users to promote the continuous improvement of information and system users and managers on system use and reporting tools.	Assigned Departmental Managers
Working with Department managers, develop standard reports ensuring they are available and information is accurate to inform reporting requirements.	Assigned Departmental Managers
Any other duties that can be reasonably classed as general duties commensurate with the grade of the post.	Assigned Departmental Managers



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MID AND WEST WALES FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

POST TITLE	Information Systems Officer
LOCATION	Service HQ, Carmarthen
POST NUMBER	
GRADE	Grade 7
DEPARTMENT	Human Resources
DBS CHECK	Standard

Please ensure you address each of the following requirements in your Application Form as they will be used for shortlisting purposes. You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Factor	Evidence	Essential/ Desirable	Assessment Method
Qualifications	Degree or equivalent experience in an information systems development area or similar role. Membership of a relevant professional body.	Essential* Desirable	Application form and Certificates
Knowledge	Knowledge and understanding of IT Information systems development. Proficiency in Microsoft Office packages and general IT applications.	Essential* Essential*	Application form and Interview



Experience	<p>Experience of identifying opportunities to improve system performance and user experience and implementing change.</p> <p>Experience of integrated software systems, including HR systems administration and data reporting.</p> <p>Experience in developing training materials and delivering presentations/workshops.</p> <p>Experience of working with internal and external stakeholders.</p>	Essential* Desirable Desirable Desirable	Application form and Interview
Job Related / Personal Skills	<p>Excellent interpersonal skills to communicate with and advise employees and members of the public.</p> <p>The ability to work under pressure to tight deadlines, often having to re-prioritise to meet unexpected or changing workloads.</p> <p>Ability to work as part of a team.</p> <p>Enthusiastic and committed approach to providing a quality service.</p> <p>Ability to work effectively in a busy environment.</p> <p>The ability to advise, influence and persuade others, often at senior levels.</p>	Essential * Essential * Desirable Desirable Desirable Desirable	Application form and Interview
Communication	<p>Welsh verbal and written skills.</p> <p>English verbal and written skills.</p> <p>Ability to communicate with employees at all levels.</p>	Desirable Essential * Essential *	Application form and Interview



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 Command 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:

JUSTIFICATION:

PREPARED BY:

DATE REVIEWED:



How to Apply

Closing Date: 03 June 2026 at 1630pm

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 short listed 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 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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