



JOIN US

CHIEF OF STAFF

APPLICANT INFORMATION PACK



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

RAISING AWARENESS - REDUCING RISK

WHO WE ARE

“TO MAKE SOUTH WALES SAFER, BY REDUCING RISK”

We are South Wales Fire and Rescue Service, and our vision, mission and values are what drives and motivates our people to make south Wales safer, by reducing risk. We aim to protect and serve all throughout the 10 Unitary Authorities that make up our diverse area, working in partnership with our colleagues in other frontline services

We employ around 1700 people across South Wales in a mix of Operational and Corporate roles, with most of our corporate staff being based at our headquarters in Llantrisant.

The frontline services provided by South Wales Fire and Rescue Service Operational Staff are supported by a number of teams, which fulfil administrative and technical roles. Operational and Corporate Staff work closely together to provide a high level of service for the communities of South Wales.

Diversity, Inclusion, Cohesion and Equity are a priority for South Wales Fire and Rescue Service, and we have a commitment to endeavour to reflect the communities that we serve.

ROLE PROFILE

Please apply by the 12pm (noon) on 18th February 2025

The Chief of Staff (CoS) will play a pivotal role in supporting the Chief Fire Officer (CFO) who joined the service in November 2024. We are seeking an initiative-taking and dynamic Chief of Staff (CoS). This pivotal role involves strategic planning, stakeholder and partner management, and the leadership of cross-functional projects.

The successful candidate will facilitate alignment across all business areas, ensure efficient communication and work with the CFO on the day-to-day matters involved with leading the organisation. The Chief of Staff will work closely with the CFO and the Senior Leadership Team to foster strong relationships with stakeholders and partners, ensuring they are consistently engaged and informed, ensuring collaboration and alignment across functions.

The successful candidate will have exceptional relationship-building skills and a strong capacity to influence outcomes through collaboration. Experience in managing multiple pieces of work in a fast-paced environment and engaging with stakeholders at all levels is essential

Please Note: Due to the nature of this role, there will be occasions where the individual will be required to work unsociable hours including evenings and weekends*. There will also be travelling involved, therefore the ability to travel independently is required

- **Contract:** 12 Month Fixed Term Contract
- **Grade:** Head of Service – Chief of Staff
- **Salary:** £72,054 plus 10% Unsociable hour allowance (Plus essential car user allowance)
- **Hours of Work:** * 37 hours per week

JOB DESCRIPTION

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

Responsible to: Chief Fire Officer

1. Engage and support the CFO in the local, regional and national political space
2. Develop and establish relationships with the National Fire Chiefs Council (NFCC), National and International fire sector contacts, Universities and other educational institutions
3. Support and assist with research for the CFO on a range of topics
4. To provide strategic direction and leadership in conjunction with the CFO on the development and implementation of strategies and programmes that support the services key objectives
5. Optimise the CFOs time by handling relevant communications and solving problems proactively
6. Organise briefings for the CFO on any matters arising, ensuring it meets the standards expected by the CFO and within the timeframes required
7. Responsible for the co-ordination and creation of all materials and briefing documents the CFO requires for meetings and events. Attend meetings as required and ensure follow up actions are progressed and actioned in a timely manner
8. Coordinate, support, and represent (where required) for the CFO at Executive Leadership Team (ELT), Senior Leadership Team (SLT) and Commissioner meetings
9. Lead and support on specific strategic projects plus provide end-to-end management of projects and initiatives. This may include managing meetings in the CFOs absence
10. Ensure the effectiveness of meetings by providing support in setting the agenda, preparing meetings, adhering to the schedule whilst ensuring all actions are completed
11. Liaise with the internal and external communications and engagement team on key initiatives and decisions. Coordinate presentations and speeches as necessary
12. Act as a trusted confidential advisor to the CFO whilst providing proactive identification of opportunities and challenges, briefing the CFO in a timely manner
13. Ensure the CFO is up to date on all matters relevant to their executive level meetings and follow ups, that discussion points are relevant and impactful, and that solutions to any service issues are ready to discuss including briefings on policies and procedures undergoing consultation across the service
14. Ensure cohesion of the Senior Leadership team and effective communications to deliver on key priorities

15. As a member of the Senior Management Team, provide leadership and support through effective strategic decision making. Working closely with Heads of Service to support the achievement of Service plans and objectives
16. Assist Senior Leadership Team to ensure relevant performance standards are achieved and maintained, including horizon scanning and making recommendations to CFO

In addition to the duties and responsibilities outlined above, the post holder will be required to:

1. Undertake any other duties commensurate with the grade and post.
2. Attend in-house and external training courses as required.
3. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
4. Consistently apply the principles of the Core Code of Ethics, the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
5. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
6. Adhere to Health & Safety and Wellbeing Legislation and Procedures and take reasonable care for the health and safety of self and others.

PERSON SPECIFICATION

ESSENTIAL

- ✓ A relevant degree level qualification or equivalent experience
- ✓ Ability to demonstrate success in a similar role
- ✓ Self-driven, highly organised, resilient and adaptable to conflicting and ever-changing demands
- ✓ Demonstrable experience of writing credible briefing papers at a strategic level to inform decision making
- ✓ Political acumen with an awareness of people, context and the ability to work through conflict
- ✓ An influential strategic thinker
- ✓ A strong communicator who is highly skilled in adapting style
- ✓ Able to convey a strong presence with ability to engage and impact at all levels
- ✓ A strategic thinker, possessing a strong analytical ability
- ✓ An ability to work at pace in a changing environment
- ✓ A keenness to drive and deliver significant impacts in our organisation.
- ✓ A strong relationship builder and collaborator
- ✓ Willingness to promote and uphold high standards of conduct and integrity
- ✓ Track record in successfully handling issues that are sensitive and confidential
- ✓ An understanding of and commitment to equality principles and practices and their implementation across the entire service
- ✓ Ability to use a range of ICT and technological solutions including demonstrable experience of utilising Microsoft packages to produce presentations and strategic reports
- ✓ Horizon scanning to proactively reprioritise and ensure service deliverables are met
- ✓ An understanding of business continuity and risk management
- ✓ A valid driving licence

DESIRABLE

- ✓ Project management experience
- ✓ Welsh speaker

This role requires a willingness to work flexible hours and to be able to travel at short notice both within the SWFRS area of responsibility as well as to other more distant locations including the potential for overnight stays

THE APPLICATION PROCESS

Candidates should upload a CV and complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 500 words per question (Maximum 2000 Words)

Question 1: ELIGIBILITY: Reviewing the essential criteria stated in the person specification above, please outline what skills and experiences you have that make you the right person for this role

Question 2: ORGANISATIONAL EFFECTIVENESS: Please provide evidence of your ability to work collaboratively, effectively and efficiently with multiple stakeholders (internal and external)

Question 3: PERSONAL IMPACT: Please describe how you are forward-thinking and able to troubleshoot independently with lots of initiative, energy and personal motivation

Question 4: RESILIENCE: Please provide evidence that demonstrates how you have delivered high performance in a fast-paced environment whilst maintaining resilience and personal wellbeing

HOW TO APPLY

External Applicants

Please log in to our website at: www.southwales-fire.gov.uk/working-with-us/latest-vacancies

Select the role from the 'Current Vacancies' and click on the link for our e-recruit system.

Ensure that all sections of the application form are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

Internal Applicants

Please log in to People XD/Core and navigate to 'current vacancies' to select the relevant position. Ensure that all sections of the application are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

All Applicants

If you require this document in an alternative format, such as large print or a white or coloured background, or alternatively require a paper application form, please contact our Recruitment team at recruitment@southwales-fire.gov.uk or call us on 01443 232200 and we will endeavour to help as quickly as possible.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions and interview questions). Arrangements will be confirmed following invitation to interview and may include translation and/or simultaneous translation

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

ADDITIONAL INFORMATION

External Recruitment Checks

All external candidates will be subject to the following recruitment checks prior to appointment:

- Enhanced Disclosure and Barring Service (DBS) checks.
- Right to work checks.
- Medical, health and fitness checks.
- Driver licence checks.
- Reference checks.

The NFCC Core Code of Ethics

PUTTING OUR COMMUNITIES FIRST: We put the interest of the public, the community and service users first.

INTEGRITY: We act with integrity, including being open, honest and consistent in everything we do.

DIGNITY AND RESPECT: Making decisions objectively based on evidence, without discrimination or bias.

LEADERSHIP: We are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.

EQUALITY, DIVERSITY & INCLUSION: We continually recognise and promote the value of EDI both within the SWFRS and the wider communities that we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.



This is the foundation for the values we hold at South Wales Fire and Rescue Service and will help us to create an environment that is welcoming, tolerant and safe, with no place for inappropriate behaviours and actions that threaten, disrespect or intimidate others

BENEFITS

Annual Leave – A generous annual leave allowance.

Employee Assistance Programme – The EAP provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for employees to access whenever they need.

Vivup – Award winning employee benefits provider that offers all staff a stack of health and wellbeing benefits and savings across a number of big brands.

Some of the perks on this platform include:

- **Cycle to work scheme**
- **Tusker car scheme**
- **Home and electronics discount**
- **Lifestyle Savings**

Flexi Time – Corporate staff are able to work flexi time. With core hours of 10am – 12pm and 2pm – 3pm; you can complete the balance of your hours anytime between 7am and 7pm.

Learning & Development – SWFRS recognise that well trained employees are key to success. With a dedicated Training Centre at Cardiff Gate and specialist training teams, there are plenty of opportunities to grow & develop new skills.

Gym - Wherever you are based as an employee of South Wales Fire and Rescue Service, access to our gym facilities is available to all, free of charge.

Health and Fitness Advisors - Our Health and Fitness Advisors monitor the fitness levels of operational staff. They can also offer health and fitness advice to all employees on request.

Firefighters' Charity - Every employee, along with their dependents, can be beneficiaries of the charity. The charity provides health and wellbeing support to the whole Fire Service community.

Car Parking – SWFRS does not charge for car parking at any of its sites.

Mind Blue Light Champions – As part of our ongoing commitment to health and wellbeing, we support the MIND Blue Light Programme. The programme offers mental health support for emergency services employees.

Occupational Health – The Occupational Health Unit aims to maximise the health and wellbeing efficiency of staff and to minimise the risks to which staff are exposed as a result of working practices and the environment.

Pension – Support staff are eligible to join the Local Government pension scheme, which is a defined benefit pension scheme. Employee contributions are based on your salary.

Sports and Social – Our sports and social section brings together employees from across departments. Photography, skiing, rambling, cycling, football, rugby, surfing and golf are just some of the shared interests.

Welsh Courses – South Wales Fire and Rescue Service recognize the importance of the Welsh language in the workplace and offers all employees access to Welsh language courses at a range of levels to suit all needs.

Disability Confident – We are proud to be a certified Disability Confident Committed Employer





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Recruitment & Retention Team
Fire Service Headquarters
Forest View Business Park
Llantrisant
CF72 8LX

Recruitment Line – 01443 232200
recruitment@southwales-fire.gov.uk

SCAN ME



www.southwales-fire.gov.uk/working-with-us