



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE



Candidate Guidance Pack Support Staff



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About us

Thank you for your interest in Hereford & Worcester Fire and Rescue Service (HWFRS).

Every day we're helping to save lives and keep the community safe - and not only by fighting fires. Behind the scenes at Hereford & Worcester Fire and Rescue Service, there are lots of other roles that people don't see, helping to provide vital functions to keep us an efficient Service. Covering the two counties of Herefordshire and Worcestershire, we provide services to over 790,000 people covering an area of 1,500 square miles.

Hereford & Worcester Fire and Rescue Service is headed by our Chief Fire Officer, who is responsible for providing the wide range of services a modern Fire and Rescue Service is expected to provide.

To support the above vision, we employ around 700 employees from a wide range of backgrounds, bringing a wide range of skills to our organisation.

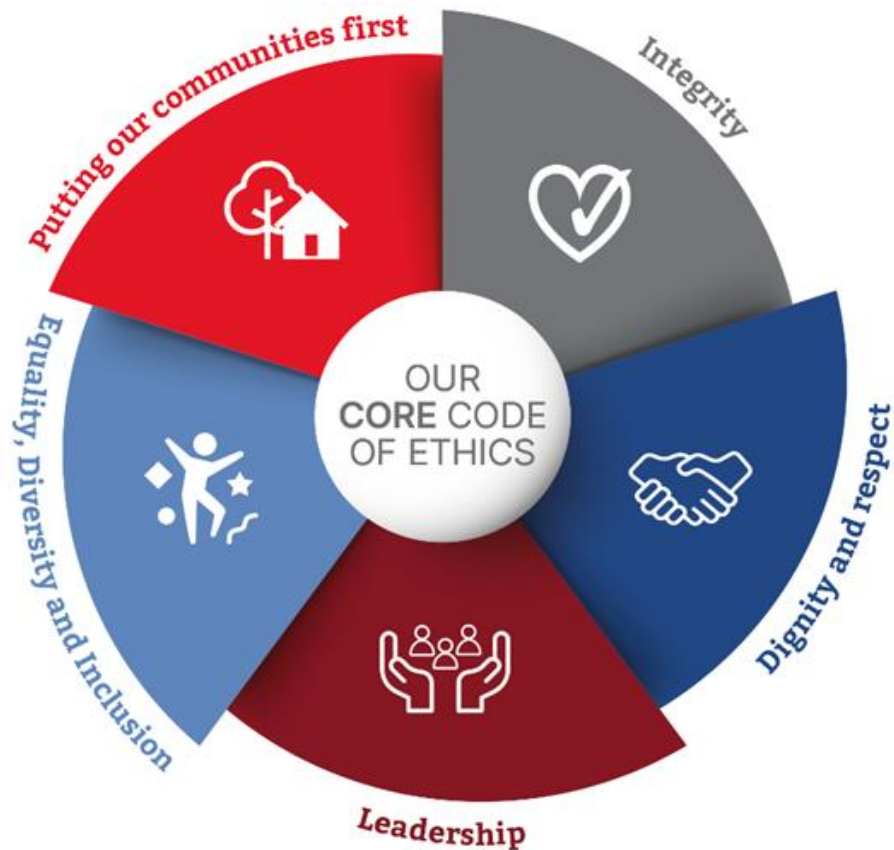
In addition to dealing with emergency fire calls, the Service also responds to non-firefighting, humanitarian calls from both emergency and non-emergency situations. Such situations include road traffic collisions, lift rescues, animal rescues and chemical spillages.

The Service also has a significant role in the area of community safety in a range of environments, both domestic and commercial. It has a statutory responsibility for fire safety inspections in designated buildings and work is undertaken amongst all sectors of the local community to promote awareness of fire safety issues, to educate people about the risks involved, and to help reduce the likelihood of incidents occurring.

Service Headquarters is based at Hindlip Park, Worcestershire. Our Training and Development Centre is based in Droitwich and our Operational Logistics Department is based in Malvern. The Service is divided into three Districts, with District Headquarters at Hereford, Malvern, and Bromsgrove.

Hereford & Worcester Fire and Rescue Service is fully committed to meeting the diverse needs of the communities it serves and recognises that having an inclusive and diverse workplace is a vital part of achieving this. The Service is fully committed to developing and supporting a culture of equality, diversity and inclusion in its workforce and in the planning, design and delivery of its prevention, protection and emergency response services. We believe in fair working practices and are committed to equality for all. Our thriving Staff Networks provide a space to discuss topics with likeminded individuals and the Service is open to setting up new networks where there is reasonable interest. We offer excellent working conditions, including flexible working hours, family friendly policies and competitive salaries. We encourage career development through appraisals, career opportunities, temporary promotions and actively encourage internal promotion.

To find out about current job opportunities visit our website [Latest vacancies | Hereford & Worcester Fire and Rescue Service \(hwfire.org.uk\)](https://www.hwfire.org.uk)



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

We make decisions objectively based on evidence, without discrimination or bias.

Leadership

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion

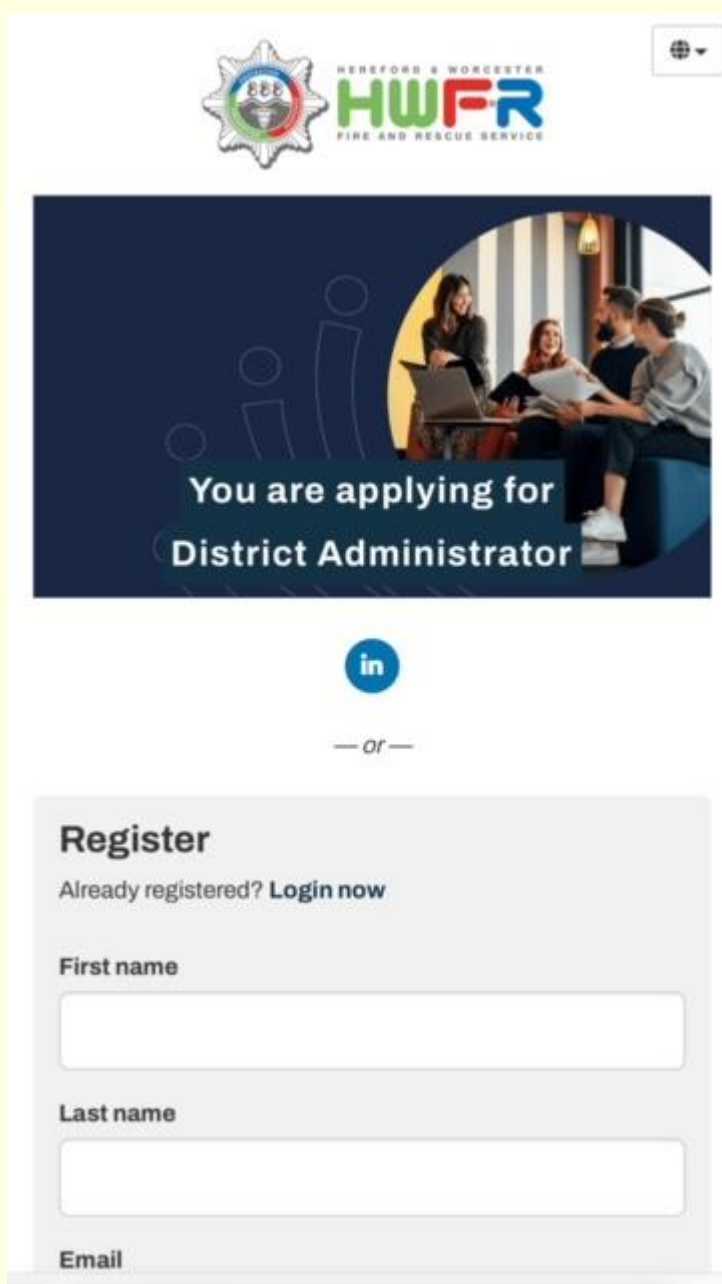
We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

The Core Code of Ethics sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. HWFRS is committed to the ethical principles and professional behaviours contained in the National Fire Chiefs Council's (NFCC) Core Code of Ethics, which sets expectations on governance, behaviour and integrity for the Fire Sector. Ethical behaviour is crucial to maintain public trust and confidence, and to continue to build a reputation which people value and are aware of.

Completing you Application

Before completing your application, please read through these notes. There are number of external links embedded in to this document that we encourage you to access them as they are provided to offer information, advice and guidance on the application process and HWFRS

When clicking the apply link you will be taken to our candidate portal where you will register or create an account accordingly. Once set up, you will be able to manage your applications, check on your progress, book interview slots (if available), confirm interview arrangements and much more.



The screenshot shows the HWFRS (Hereford & Worcester Fire and Rescue Service) candidate portal. At the top, there is a logo for HWFRS and a small globe icon. Below the logo is a large banner image showing four people sitting around a table, looking at a laptop. Overlaid on the banner is the text "You are applying for District Administrator". Below the banner is a blue circular icon with the letters "in" inside, followed by the text "— or —". Below this is a registration form with the heading "Register". The form includes a link "Already registered? Login now" and three input fields labeled "First name", "Last name", and "Email".

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You are applying for
District Administrator

in

— or —

Register
Already registered? [Login now](#)

First name

Last name

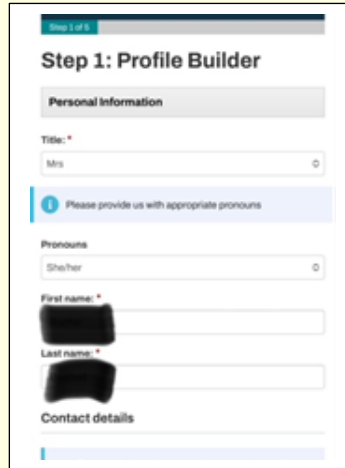
Email

Personal Details – Step 1

Complete your profile – you will only need to do this once, for any future applications the system will automatically store this information, which you can then use and amend for future job applications.

This section contains

- Personal information
- Contact details
- Address
- Career History
- Education History
- Personal Summary



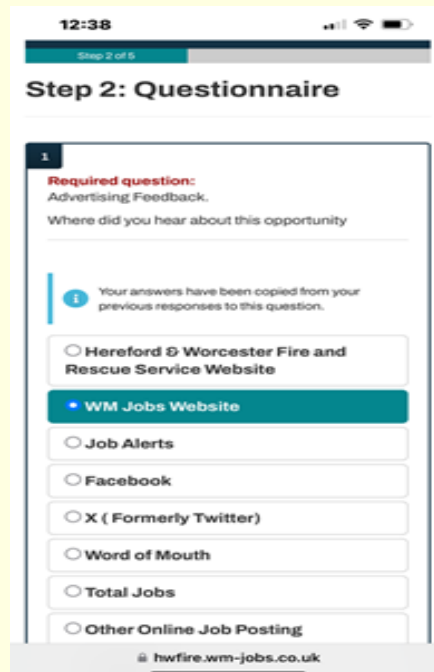
The screenshot shows a mobile app interface for 'Step 1: Profile Builder'. At the top, it says 'Step 1 of 5'. Below the title is a section for 'Personal Information'. There is a 'Title:' dropdown menu with 'Mrs' selected. A blue information bar states 'Please provide us with appropriate pronouns'. Below that is a 'Pronouns' dropdown menu with 'She/her' selected. There are fields for 'First name:' and 'Last name:', both with blacked-out placeholder text. At the bottom, there is a 'Contact details' section with a blue bar.

Questionnaire - Step 2

In this section there will be some generic questions that we ask for all roles, as well as some more specific questions relevant to the role you are applying for.

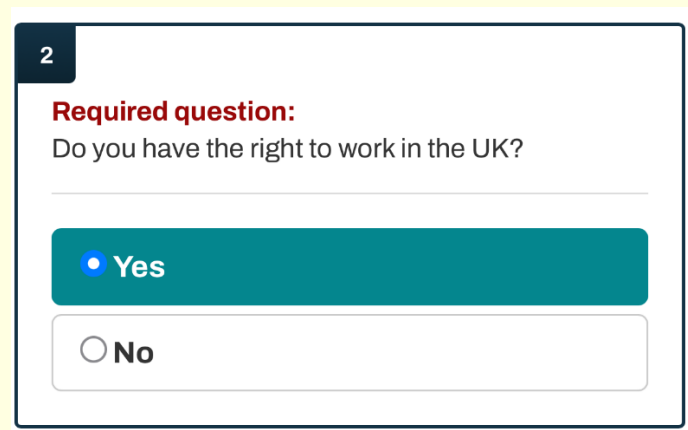
Advertising Feedback

By collecting this information, we are able to ensure we are advertising our roles effectively to ensure we are reaching all areas of the community we support.



The screenshot shows a mobile app interface for 'Step 2: Questionnaire'. At the top, it says 'Step 2 of 5'. Below the title is a section for 'Required question: Advertising Feedback.' with the text 'Where did you hear about this opportunity'. A blue information bar states 'Your answers have been copied from your previous responses to this question.' Below that is a list of radio button options: 'Hereford & Worcester Fire and Rescue Service Website', 'WM Jobs Website' (which is selected and highlighted in teal), 'Job Alerts', 'Facebook', 'X (Formerly Twitter)', 'Word of Mouth', 'Total Jobs', and 'Other Online Job Posting'. At the bottom, there is a footer with the URL 'hwfire.wm-jobs.co.uk'.

Confirmation of right to work in the UK without restrictions



A screenshot of a digital form interface. At the top left, a dark blue tab with the number '2' is visible. Below it, the text 'Required question:' is in bold red. The question 'Do you have the right to work in the UK?' is in black. There are two radio button options: 'Yes' (selected, with a blue dot) and 'No' (unselected, with a grey dot). The 'Yes' option is highlighted with a teal background.

Anyone applying for a role with HWFRS must demonstrate that they are eligible to live and work in the UK without restrictions. Documented evidence of your eligibility will be requested as part of the selection process, and this will be checked and verified before any offer is made.

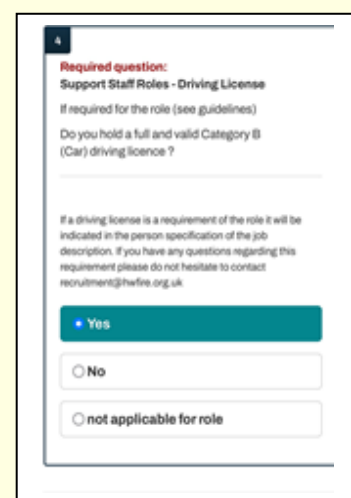
Full information on the types of documentary evidence that will be accepted, can be found here: <https://www.gov.uk/government/publications/right-to-work-checklist>

It is a criminal offence to employ anyone who is not entitled to live and work in the United Kingdom. If selected for interview you will be required to produce relevant documentation

At interview, a copy of the document(s) will be taken and the original returned to you. If you are appointed, the copy document will be retained in your personal file. If you are unsuccessful, the copy will be destroyed.

Driving License

Some roles require a driving license so we ask this question as standard. If required for the role, this will be verified as part of pre-employment checks with the successful candidate.



A screenshot of a digital form interface. At the top left, a dark blue tab with the number '4' is visible. Below it, the text 'Required question:' is in bold red. The question 'Support Staff Roles - Driving License' is in black, followed by '(If required for the role (see guidelines))'. The main question is 'Do you hold a full and valid Category B (Car) driving licence?'. There are three radio button options: 'Yes' (selected, with a blue dot), 'No' (unselected, with a grey dot), and 'not applicable for role' (unselected, with a grey dot). The 'Yes' option is highlighted with a teal background. Below the options, there is a small note: 'If a driving license is a requirement of the role it will be indicated in the person specification of the job description. If you have any questions regarding this requirement please do not hesitate to contact recruitment@hwfire.org.uk'.

Reasonable Adjustments

If you require any reasonable adjustments during the recruitment and selection process you have the opportunity to indicate this here.

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Required question:
The Equality Act 2010 prohibits discrimination, victimisation or harassment during employment including recruitment.

Do you have any reasonable adjustments you would like to be considered to support you during the application or recruitment and selection process? e.g dyslexia , other neurodiverse conditions , access requirements

If you answer yes a HR officer will contact you to discuss your individual needs and to discuss what reasonable adjustments the service may be able to put in place to support you .

☐ Yes

☒ No

Supporting Statement

In this section we request that you provide a supporting statement. You can type directly in to the box and save as you go or prepare in another document and cut and paste in when you have completed. There is no word limit on this section.

Support Staff - Supporting Statement

Please review the Job description and Person Specification attached to the advert and use the section below to provide a supporting statement

Please provide evidence of the relevant skills and experience you have in each area.

As our shortlisting process is anonymised we request that you don't add any identifying details in your supporting statement such as your name..

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Required question:
Support Staff - Supporting Statement

Declaration of Offences and Canvassing declaration

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Required question:
Support Staff - Declaration of Offences

You are required to declare any convictions for offences that are not spent under the Rehabilitation of Offenders Act 1974. The information disclosed in this form will not be accessible with your application form during the recruitment process.

Please include offences dealt with by a court of law, HM Services disciplinary procedures and any driving offences. Convictions or cautions will not necessarily preclude you from appointment, it will depend on their nature and the circumstances of the offence.

Failure to disclose convictions or cautions may however result in your application being refused.

Where the post involves working with children, other vulnerable groups or in a position of trust it is exempt from the provisions of the Rehabilitation of Offenders Act 1974 which means you must disclose details of unfiltered convictions, convictions including reprimands, formal warnings and cautions (for guidance on the filtering of convictions see here: <https://www.gov.uk/government/publications/filtering-rules-for-criminal-record-check-certificates>). Any information given will be treated as confidential and will be considered only in relation to posts to which the order applies.

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Required question:
Application Declaration - Part 1

Are you related to any Hereford & Worcester Fire Authority employee or council member?

Canvassing or failure to make proper disclosure may disqualify you for the appointment, and if appointed, shall render you liable to dismissal without notice.

If yes please give details below : Name , Organisation, Job role and relationship

If you have a record of an offence, this will not necessarily disqualify you as all applications are considered strictly on their merit. However, you are required to declare any offence for which the conviction is not yet spent within the meaning of the Rehabilitation of Offenders Act 1974. You are advised to declare any charges that are pending; subsequent conviction could lead to you being discharged from the Service.

What is the Rehabilitation of Offenders Act 1974?

The Rehabilitation of Offenders Act 1974 ("1974 Act") primarily exists to support the rehabilitation into employment of those with convictions who have ceased offending and wish to turn their lives around. Under the 1974 Act, following a specified period of time which varies according to the judgment of the court or sentence passed, all cautions and most convictions may become 'spent'. Where a conviction has become spent, the individual is treated as rehabilitated in respect of that offence and is not obliged to declare it for most purposes, for example, when applying for most jobs or insurance, some educational courses and housing applications. Someone with a spent conviction shall be treated for all purposes in law as a person who has not been convicted of the offence which was the subject of that conviction. Amendments were made to the 1974 Act via the Police, Crime, Sentencing and Courts Act 2022. The changes significantly reduce the length of time that someone needs to disclose their criminal record for custodial sentences of under 4 years and community sentences. Under the changes, custodial sentences of over 4 years of a type which are not already excluded (such as life sentences or sentences of imprisonment for public protection), will be able to become spent for the first time. However, to ensure the protection of the public, the changes do not apply to persons sentenced to more than 4 years imprisonment following a conviction

for any serious violent, sexual or terrorist offences listed in Schedule 18 of the Sentencing Code. This means that such convictions will continue to never become spent.

To check if a caution or conviction is spent or unspent please visit [Service Maintenance - Check when to disclose cautions or convictions - GOV.UK \(check-when-to-disclose-caution-conviction.service.gov.uk\)](https://www.service.gov.uk/check-when-to-disclose-caution-conviction)

For details on rehabilitation periods please visit :[Rehabilitation Periods - GOV.UK \(www.gov.uk\)](https://www.gov.uk/rehabilitation-periods)

For more guidance on the Rehabilitation of Offenders Act 1974 please visit [Guidance on the Rehabilitation of Offenders Act 1974 and the Exceptions Order 1975 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/rehabilitation-of-offenders-act-1974)

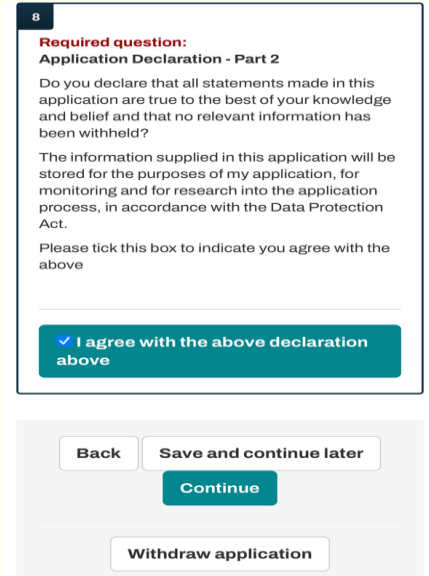
If you have any questions please don't hesitate to contact the Recruitment Team

Disclosure and Barring Checks (DBS)

All roles within the service are subject to a Disclosure and Barring Service check and this will be arranged as part of pre-employment checks with the successful candidate. The level of check required will be detailed in the job advert for the role. If you have any questions or concerns regarding this check please contact the Recruitment Team.

Further information can be found at <https://www.gov.uk/government/publications/dbs-application-forms-guide-for-applicants>

Application Declaration



The screenshot shows a digital form titled 'Required question: Application Declaration - Part 2'. It contains a declaration statement asking the user to confirm that all information provided is true and that no relevant information has been withheld. Below the text, there is a checkbox with a blue checkmark and the text 'I agree with the above declaration above'. At the bottom of the form, there are three buttons: 'Back', 'Save and continue later', and 'Continue'. A 'Withdraw application' button is located at the very bottom of the page.

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Required question:
Application Declaration - Part 2

Do you declare that all statements made in this application are true to the best of your knowledge and belief and that no relevant information has been withheld?

The information supplied in this application will be stored for the purposes of my application, for monitoring and for research into the application process, in accordance with the Data Protection Act.

Please tick this box to indicate you agree with the above

☒ I agree with the above declaration above

Back Save and continue later

Continue

Withdraw application

Residence History Builder – Step 3

This section requires you to complete 3 years of residential history. We ask for this information as we are required to check your address as part of baseline security checks (Baseline Personnel Security Standard - BPSS). We are also required to check 3 years of career information that will be collected when you set up your profile.

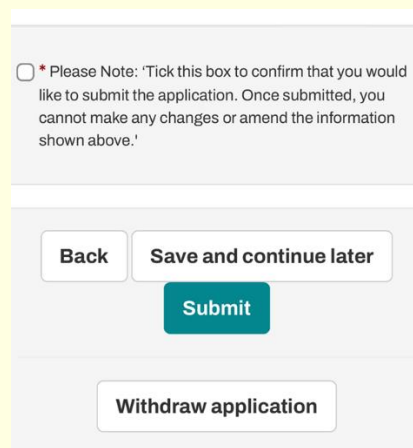
Further information regarding these checks can be found here [Government baseline personnel security standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/baseline-personnel-security-standard)

Equal Opportunities Monitoring – Step 4

A full description of why we collect this data and how we use and store it is clearly available on the candidate portal before you begin to answer the questions.

Summary page – Step 5

This is your opportunity to review your application prior to submitting. Please be advised that once you have submitted you are unable to make any amendments so we suggest you review this page very carefully and use the back button to make any necessary amendments.



☐ * Please Note: 'Tick this box to confirm that you would like to submit the application. Once submitted, you cannot make any changes or amend the information shown above.'

Back Save and continue later

Submit

Withdraw application

General responsibilities

We expect all our employees to perform their duties in accordance with the provisions of the Equality Act 2010, HWFRS Core Code of Ethics and other policies designed to protect employees and service users from discrimination and harassment. In addition, HWFRS is committed to the ethical principles and professional behaviours contained in the National Fire Chiefs Councils [Core Code of Ethics | NFCC CPO \(ukfrs.com\)](https://www.ukfrs.com/core-code-of-ethics) It is the duty of all our employees to actively promote equality, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards others.

HWFRS is fully committed to meeting its duties under the Equality Act 2010. We value equality of opportunity and developing a workforce that reflects the diversity of our community. We encourage everyone who has the necessary skills and experience to apply.

We expect all our employees to promote health, safety and welfare at work and also towards our service users through adhering to our Health and Safety policies and all other relevant statutory requirements and to lead by example.

We expect all our employees to protect the confidentiality at all times of our customers, partner organisations and other third parties and comply with all relevant and applicable IT security policy and procedures.

Our interview panels will have received training to ensure that all applicants are treated fairly.

Communication

Due to the volume of applications we receive, our main source of communication during recruitment and selection processes is email and we advise that you mark our candidate portal email as a safe sender and keep a close eye on your junk / spam folders while you have a live application in progress. Our candidate portal also has the capability to send text message notifications and reminders so don't forget to enable this function when you set up your candidate account.

At HWFRS we are appreciative of the time and effort it takes to submit an application and with this in mind, we contact candidates at all stages of the recruitment process to advise of outcomes.

- We will aim to contact all candidates who have been successfully shortlisted within 28 days of the closing date and will send clear details of the date, time and location of the interview including any details of assessments / selection tests if applicable.
- Where possible the date of the interview will be included on the job advert and we will always endeavour to give 7 days notice (5 working days) of any invitation to attend an interview.
- All interview outcomes will be communicated as soon as possible after the interview normally within 5 working days.

Application Feedback

Due to the volume of recruitment and amount of applications we receive, unfortunately we are unable to offer feedback at the application stage.

Pre-employment checks

Please note, the successful applicant will be subject to our pre-employment checks, before a formal offer and contract can be issued. These pre-employment checks include satisfactory references, proof of right to work in the UK, medical clearance, a Disclosure and Barring check and a Social Media Screening check

References will only be taken up once an offer of employment has been made and we will contact you for these details during the pre-employment stage of the process. Details of how to prepare for this information to be requested is included in the application process.

Some positions may also require Non-Police Personnel Vetting, as the role may be based at our service headquarters which we share with West Mercia Police. If a role requires vetting it will be detailed in the job advert. Applications for Vetting will be processed by the Recruitment Team during the pre-employment checks stage.

Miscellaneous Information

Staff Networks

Once you join HWFRS, you would be welcome to join one of our staff networks or become an EDI Ally. These networks make a great contribution to furthering our equality, diversity and inclusion agenda:-

- Women@HWFire help the Service support and develop women in all roles
- Neurodiverse Staff Network share ideas of what works, find solutions to issues and look at how technology can help
- EDI Allies promote all inclusivity and act as champions of equality and diversity

Fire Fighters Charity

The Fire Fighters charity is the UK's leading provider of services that enhance quality of life for serving and retired firefighters, fire service personnel and their families. More information can be found here [**The Fire Fighters Charity - Changing The Lives Of Our Fire Fighting Heroes!**](#)

Discounts

There are a number of discount schemes available to members of the emergency services across the UK such as the Blue Light Card. More information can be found here [**Welcome to Blue Light Card**](#)

The Recruitment Team

The Recruitment Team are committed to ensuring your candidate journey and transition to an employee if successful, is as smooth and enjoyable as possible.

We are available for support with the candidate portal, the application and recruitment process or any questions you have in general regarding the service.

Our working hours are
Monday – Thursday 09:00hrs – 17:00hrs
Fri 09:00hrs to 16:00hrs

Please email recruitment@hwfire.org.uk
or telephone on 01905 368343

We look forward to receiving your application – Good Luck



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