

Recruitment Pack

Head of Digital, Data and Technology

November 2025



Cheshire
Fire & Rescue Service

.....
www.cheshirefire.gov.uk



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A message from the Chief Fire Officer and Chief Executive



Alex Waller
Chief Fire Officer
and Chief Executive,
Cheshire Fire and
Rescue Service

Dear Candidate

Thank you for your interest in the exciting new role of Head of Digital, Data and Technology.

Cheshire Fire and Rescue Service has developed in recent years to become one of the most respected fire and rescue services in the United Kingdom, acknowledged by many accolades, awards and progressive initiatives. Our mission is simple: to be an outstanding Service where there are no deaths, injuries or damage from fires, and other emergencies.

Our core strength in achieving this is our people. This strength is underpinned by a strong set of values that illustrate our culture and collective desire to be inclusive, do the right thing, act with compassion and make a difference in whatever way we can, for as many people as we can. Key to this is ensuring that our digital tools and technologies enable us to deliver the very best service we can to our community and fosters innovation, creativity and improved efficiency within our organisation.

This is an exciting opportunity for an outstanding individual to join the Service Leadership Team, as the new Head of Digital, Data and Technology; an integral role aiding delivery of strategic objectives and the Community Risk Management Plan.

The Service is in the process of re-establishing its ICT function after some time being provided externally. The post holder will be responsible for leading the strategic development of the department; shaping the future operating model, managing the transition, and developing new and transformational ways of working to improve performance and standards, and ensure compliance.

Possessing significant professional expertise, strong leadership skills and a positive attitude, the postholder will develop, implement and maintain relevant strategies, policies and plans to meet the changing needs of the operating environment, in order to offer high quality services to the organisation and its staff.

If you think you are ready for this new challenge, then we would welcome an application from you and wish you every success in the selection process.

Yours sincerely

Alex Waller
Chief Fire Officer and Chief Executive

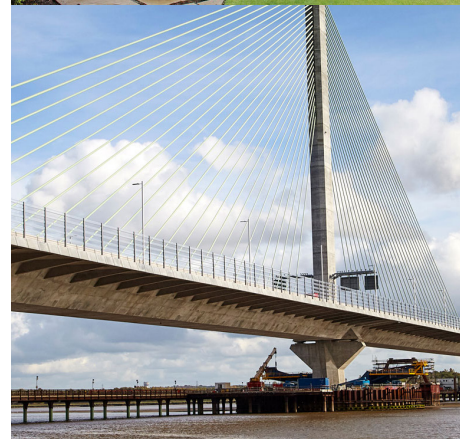
Living and leading in Cheshire

Cheshire is a county of contrasts, making it not only one of the most rewarding and exciting areas to lead a fire and rescue service, but also one of the best places in the country to live.

Operational landscape

Your challenge as Head of Digital, Data and Technology will be to support colleagues so that the Service can keep everyone who lives, works and spends time in Cheshire safe. The county's rich industrial, agricultural and social heritage brings with it a unique and complex set of response, prevention, protection and resilience demands, including:

- the highest number of Control of Major Accident Hazards (COMAH) sites in the UK, including major petrochemical, chemical, nuclear and pharmaceutical manufacturing and processing plants
- critical national energy infrastructure, including oil and gas supply lines, the huge oil refinery at Stanlow, gas, coal and waste fired power stations, onshore windfarms and solar installations
- some the country's most important heritage assets, including more than 140 Grade I listed buildings and countless other sites of historic importance
- significant transport and distribution infrastructure, including the M6, M62, M56 and M53 motorways and 877km of urban and rural A roads handling 5.9bn vehicles a year, the West Coast mainline and HS2 route and the approaches to two international airports



- flooding and water rescue risks posed by the rivers Mersey, Dee, Weaver, Dane and Bollin. There is also the Manchester Ship Canal, a wider canal network covering 92 miles and other expanses of inland water
- the expansive Cheshire plain, Dee estuary marshes, forests at Delamere and Macclesfield and parts of the Peak District National Park at increasing risk of fires driven by climate change
- mass visitor attractions such as Chester Zoo, and shopping, leisure and theme parks, as well as major social and sporting events like Creamfields, Car Fest North, Chester Races and the Cheshire Show
- diverse social needs and a prevention plan that recognises an aging population in the relatively affluent rural parts of the county, at the same time as pockets of high deprivation and disadvantage in industrial and urban areas.

Quality of life

Although the operational landscape might present challenges, living in Cheshire will reward you in lots of different ways. With its vibrant city and bustling towns, stunning natural landscape and wealth of things to do, there is no better place to enjoy your free time.

Cheshire boasts:

- the UK's biggest and most visited zoo at Chester, as well as leisure centres, country parks, museums, the UK's only complete circuit of medieval city walls, National Trust properties and other attractions to keep all the family entertained
- a rich cultural programme with countless festivals and venues in Chester, Warrington, Crewe and Macclesfield staging plays, touring productions and events all year round
- a lively social scene with cafes, bars and restaurants lining high streets and squares and excellent country pubs throughout the county
- miles of walks through breathtaking countryside and forests
- major horse racing and equestrian events, football and rugby league games, golf tournaments and several half and full marathons
- first class shopping at the Cheshire Oaks designer outlet, Chester's unique two-tiered city centre rows and at Warrington
- excellent road and rail links, with Liverpool, Manchester and North Wales on your doorstep and London and the Lake District less than two hours away
- a thriving sub-regional economy and employment opportunities for anyone relocating to Cheshire with you, with leading manufacturers, major distribution hubs, financial institutions and a growing science and research community.

Appointment of Head of Digital, Data and Technology

Based at Cheshire Fire and Rescue Service Headquarters, Winsford, Cheshire.

Salary - £74,934.96 to £82,000 (subject to experience)

Cheshire Fire and Rescue Service (CFRS) is a high-performing, innovative and progressive organisation focused on delivering outstanding prevention, protection and response services to achieve its vision; a Cheshire where there are no deaths, injuries or damage from fires and other emergencies.

The Service is seeking a dynamic leader with a passion for technology and innovation to join its Senior Leadership Team as the new Head of Digital, Data and Technology. Reporting directly to the Deputy Chief Fire Officer, the successful candidate will be the driving force behind our IT and digital transformation agenda. Providing strategic direction and planning alongside operational management, the head of service will ensure effective delivery of all IT systems and services and will champion a culture of continuous improvement using digital tools and technology.

The Service is in the process of re-establishing its ICT function after some time being provided externally. The post holder will be responsible for leading the strategic development of the department; shaping the future operating model, managing the transition, and developing new and transformational ways of working to improve performance and standards, and ensure compliance.

This is an exciting opportunity for an ambitious, forward-thinking individual, with the right technical knowledge and leadership skills to shape the digital vision, strategy and roadmap for the Service.

We are dedicated to advancing gender diversity at all levels of our organisation and strongly encourage applications from women, particularly for senior leadership roles where female representation remains limited across the fire and rescue service. We recognise that talent and potential are not defined solely by traditional career paths or checklists of experience, and we welcome applicants who can bring strategic vision, leadership, and a fresh perspective to this position. Please note, all applications will be assessed purely on merit.

To apply candidates are required to submit a CV accompanied by a supporting statement of up to 2,000 words, that demonstrates suitability and provides relevant examples against the job description and person specification.

These should be emailed to recruitment@cheshirefire.gov.uk quoting job reference number **41/25/HODDT**.

For an informal discussion about the role please contact the Executive Support team on 01606 868816 to arrange a telephone call with Katie Whitehead, Head of Service Improvement.

Closing Date: **23 November 2025**

Selection Process Overview

The selection of the Head of Digital, Data and Technology will be undertaken by Members of Cheshire Fire Authority's Staffing Committee. The process will also involve members of the Service Leadership Team.

To apply candidates are required to submit a CV accompanied by a supporting statement of up to 2,000 words, that demonstrates suitability and provides relevant examples against the job description and person specification. Candidates will be asked to undertake a psychometric assessment prior to the first interview.

Stage One – 5 December 2025

- Interview with the Deputy Chief Fire Officer, Head of Service Improvement, and Head of People and Organisational Development

Stage Two – 12 December 2025

- Interview with Members of the Staffing Committee
- Presentation to the Staffing Committee on a topic given prior to the interview

Reasonable Adjustments and Accommodations

It is important that you consider at an early stage of the process if you would like to request arrangements that will assist you in completing the selection process. For example, in relation to disability; a neurodiverse condition such as dyslexia; pregnancy; religion or belief; or injury etc. Any requests for reasonable adjustments will be treated with the utmost confidence.

For support or further information please email: recruitment@cheshirefire.gov.uk

Pre-employment checks

The successful candidate will be issued with a conditional offer and will undergo pre-employment checks including medical, DBS check and references prior to the issue of a formal offer of appointment.

Feedback will be available to both successful and unsuccessful candidates upon request after the process has concluded.

Job Description and Person Specification

Head of Digital, Data and Technology

Job Description

Job Title:	Head of Digital, Data and Technology
Location:	Cheshire Fire and Rescue Service Headquarters Winsford, Cheshire
Grade/Role:	SM6
Responsible to:	Deputy Chief Fire Officer

Job Purpose

To provide vision and leadership in the development and implementation of ICT strategies and initiatives to support the Service's core purpose and objectives. Overseeing the efficient and effective operations of IT services and embedding digital tools and technologies to enhance efficiency and innovation.

Principal Responsibilities

1. As a member of the Service Leadership Team, make a constructive and effective contribution to the formulation of strategic objectives and priorities, providing expert advice and guidance to inform discussions around modern ICT and digital technology.
2. Work alongside senior stakeholders to develop and implement an ambitious digital, data and technology strategy that enables the Service to deliver responsive, innovative, and effective services, in line with strategic objectives and priorities.
3. Develop, implement and communicate all ICT-related plans, policies and procedures to ensure strategic alignment, maintain compliance and security, manage risk, and facilitate cross-functional collaboration.
4. Assess and make recommendations on the improvement or re-engineering of the ICT infrastructure, identifying opportunities for the appropriate and cost-effective investment in new and improved systems, services, products, tools and applications.

5. Engage with key stakeholders to define business and system requirements for new technologies, assessing and communicating associated risks, and developing robust business case justifications and cost/benefit analyses for ICT spending and initiatives.
6. Promote and help facilitate a culture of innovation across the organisation by creating an environment that encourages creativity and empowers staff to challenge the status, take risks and experiment with new ideas.
7. Ensure continuous delivery of ICT services, including help desk and associated technical support services, through oversight of Service Level Agreements
8. Establish and maintain effective operational relationships with suppliers, ensuring that the Service can deliver its functions throughout the supply chain and that collaboration between internal and external suppliers achieves a positive approach to delivering new solutions and to resolving problems, in a timely manner.
9. Develop, monitor and regularly report on a Performance Management Framework comprising key metrics, service standards, and where appropriate, benchmarks with other organisations, ensuring optimal performance and managing continuous improvement.
10. Develop, track and control ICT budgets aligned with the strategy; planning and forecasting expenditure, determining resource requirements, allocating resources effectively, adhering to financial regulations, exploring options to improve efficiency and effectiveness, and preparing and presenting budget bids to secure necessary funding approvals, as required.
11. In conjunction with the Procurement Team, and in accordance with best practice asset management for ICT, review hardware and software acquisition and maintenance arrangements and identify opportunities to realise savings and improve quality and performance.
12. Responsible for the Service's IT security policies and adherence to the requirements of the Data Protection Act, ensuring that ICT systems, infrastructure and stored data are protected against internal and external threats through appropriate and effective measures for risk management and information security.
13. Act as the Deputy Senior Information Risk Owner (SIRO), responsible for managing information security risks and implementing measures to prevent them.
14. Direct the development and execution of an enterprise-wide disaster recovery plan, including implementation and testing of ICT business continuity arrangements to support the Service's business continuity plans.

- 15.** Be an active member of the Service's Crisis Management Team, providing advice, guidance and support on all IT-related matters, as required.

- 16.** Take on the role of Senior Responsible Officer (SRO), collaborating with the Service Improvement Department on all ICT change projects and acting as the 'informed client', to ensure the Service's vision and specification are delivered to time, cost and standard.

- 17.** Maintain professional knowledge through continuing professional development and participation in the personal performance and development review process, to identify training and development needs and to support personal growth.

- 18.** Act as the advocate for CFRS's digital vision via regular written and in-person communications with Fire Authority Members, Service Leadership Team and end users, and by representing the Service in local, regional and national digital forums.

- 19.** Role model the Service's core values, demonstrating and championing behaviours which create an inclusive and diverse workplace for all staff.

Core Responsibilities of All Staff

Personal Performance	To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.
Personal Accountability	To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.
Core Values and Behaviours	To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.
Equality, Diversity and Inclusion	To promote, adhere to and implement the Service's Equality, Diversity and Inclusion Strategy/Policy and to work consistently to embed equality and diversity within the Service.
Safeguarding	To promote, adhere to and implement the Service's Safeguarding Strategy/Policy and to work consistently to embed Safeguarding within the Service. Including fulfilling your responsibility to report and record any safeguarding concerns you become aware of.
Health and Safety	To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled. To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.
Environment	To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way. To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B. Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

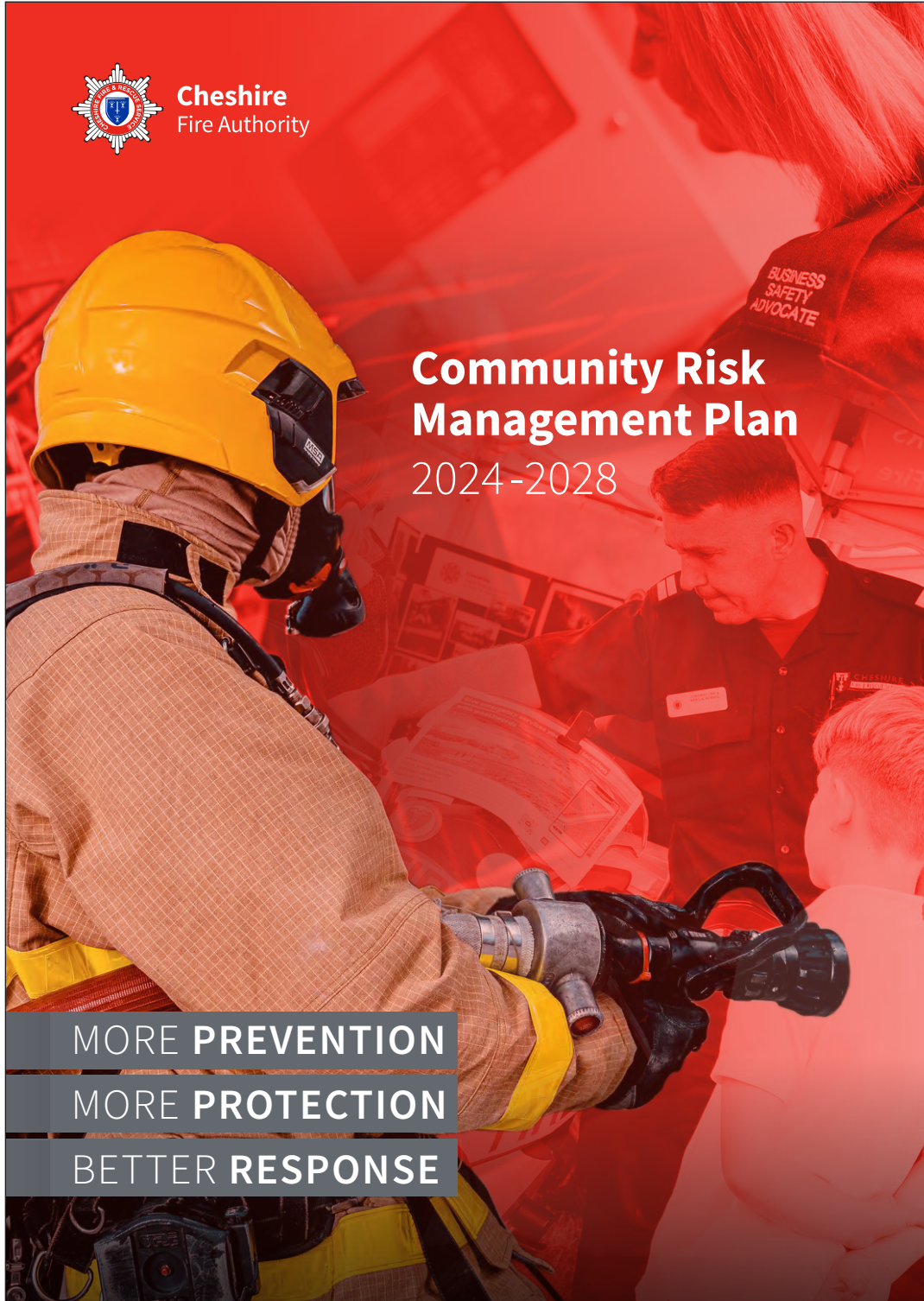
Person Specification

Job Title: Head of Digital, Data and Technology

PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
Qualifications and training		
Educated to degree level (level 6) in a relevant discipline such as ICT, Computer & Data Science etc.		
Relevant professional qualification.		
Recognised management/leadership qualification in related subject.		
Evidence of continuous professional development related to ICT/ digital.		
Experience		
Managing and/or directing an ICT operation.		
Developing and implementing effective digital and ICT strategies, policies and plans to support delivery of strategic objectives.		
Designing and developing systems from business requirements analysis through to day-to-day management.		
Solving business problems by applying ICT, successfully delivering technological innovation and cost-effective solutions, whilst maintaining effective service delivery.		
Proactively managing capital and revenue budgets, prudently identifying efficiencies and creating budget bids/business cases to address pressures and capitalise on opportunities.		
Identifying, assessing and managing enterprise-wide ICT threats and opportunities.		
Leading and managing complex programmes of change.		

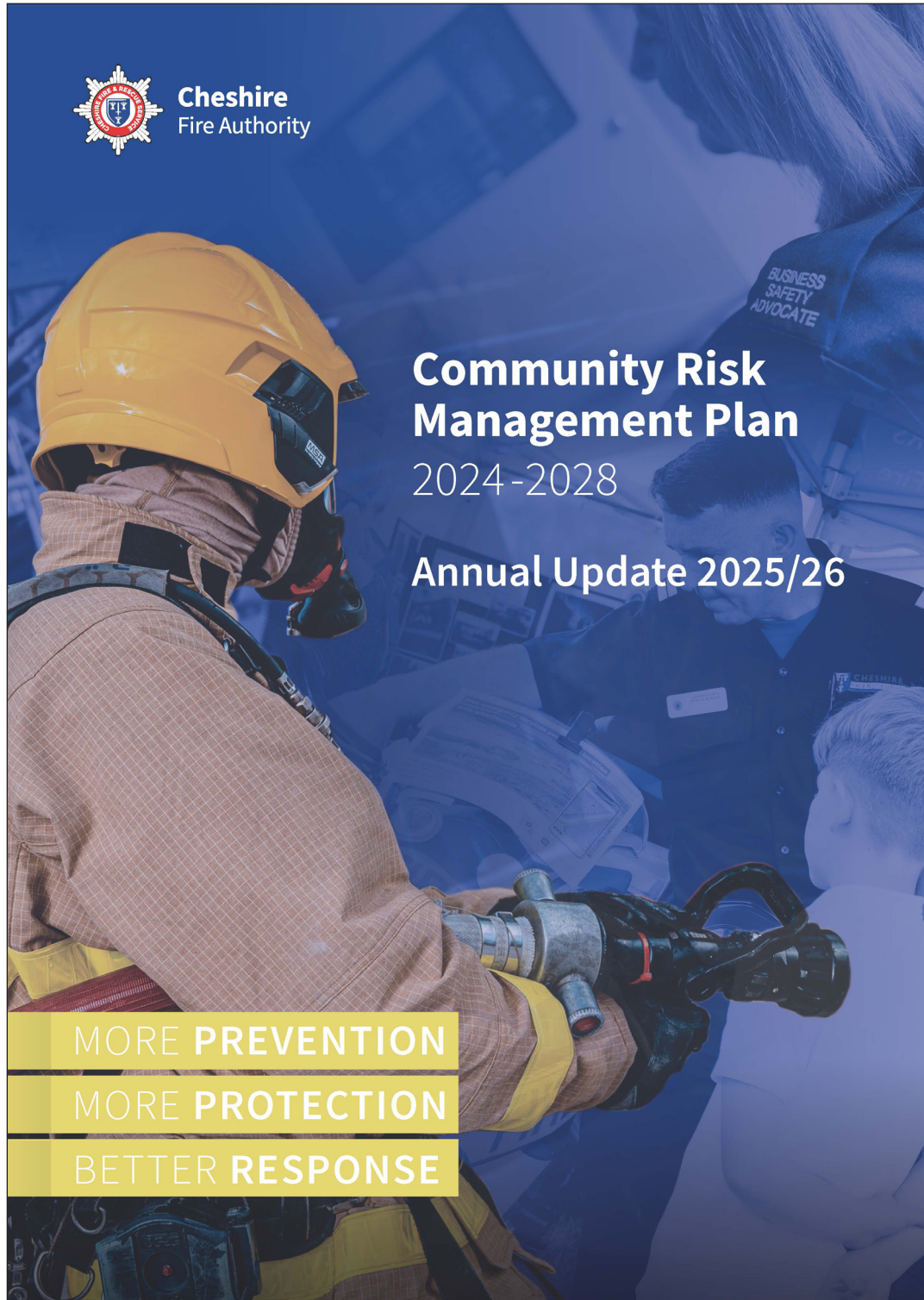
PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
Knowledge		
Extensive working knowledge of ICT best practice methodologies and techniques e.g. ITIL.		
Comprehensive understanding of computer systems characteristics, features and integration capabilities.		
Complete understanding and awareness of the agenda to harness and use data and insight to transform services.		
Strong knowledge of ICT governance, cybersecurity, and compliance.		
Knowledge of public sector procurement and governance.		
Knowledge of challenges facing UK fire and rescue services .		
Skills		
Effective leadership and motivational skills.		
Excellent numerical, analytical and report writing skills.		
Superior analytical, evaluative, and problem-solving abilities.		
Personal commitment to delivering excellence.		
Ability to set and manage priorities, delivering expected outcomes and effectively overcoming barriers to change.		
Strong negotiating skills.		
Commitment to equality, diversity and inclusion.		
Effective People management.		

Community Risk Management Plan 2024-2028



[Community Risk Management Plan 2024-2028](#)

CRMP Annual Update 2025-2026



[CRMP Annual Update 2025-2026](#)

HMICFRS Inspection Report 2023-2025



Fire & Rescue Service 2023–25 Effectiveness, efficiency and people

An inspection of Cheshire Fire and Rescue Service

IT Strategy 2022-2025

Cheshire Constabulary's IT Strategy 2022-2025



Cheshire
Constabulary



John Dwyer
Police & Crime
Commissioner
for Cheshire

[IT Strategy 2022-2025](#)

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Cheshire Fire & Rescue Service

Our Vision is a Cheshire where there are no deaths, injuries or damage from fires and other emergencies.

Our Mission is to help create safer communities, to rescue people and protect economic, environmental and community interests.

We will deliver this through our **Core Values**

Being Inclusive

By acting fairly, with integrity, respect and without prejudice.

Doing the Right Thing

By holding each other to account for ensuring high standards of professionalism in everything we do.

Acting with Compassion

By being understanding and offering help to each other and to our communities with warmth, patience and kindness.

Making a Difference

By making an impact in our organisation and in our communities in whatever ways we can, for as many people as we can.

Recognising the Fire and Rescue Service's **Code of Ethics**



NFCC
National Fire
Chiefs Council

Cheshire Fire and Rescue Service, Winsford, Cheshire, CW7 2FQ
Telephone: 01606 868700

www.cheshirefire.gov.uk