



WELLBEING COORDINATOR - BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post is within the Wellbeing and Fitness Team, within the People Services Department, and reports to the Wellbeing and Fitness Lead and line manages the Wellbeing and Fitness Assistant.

This is a permanent post. The successful post holder will work closely with various stakeholders and members of staff across the Service which will require flexibility to move across the Stations and the Service area. Due to the nature of the 24/7 emergency service, we will require flexibility to meet the Service needs with wellbeing and trauma support provision. This will include regular working in the evenings and occasional work on the weekends to provide effective support to all staff. Whilst we support flexible working and work-life balance, due to the nature of this role, occasional hybrid working will be possible but may be limited to meet the Service needs.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.





Job Description, Core Values and Person Specification

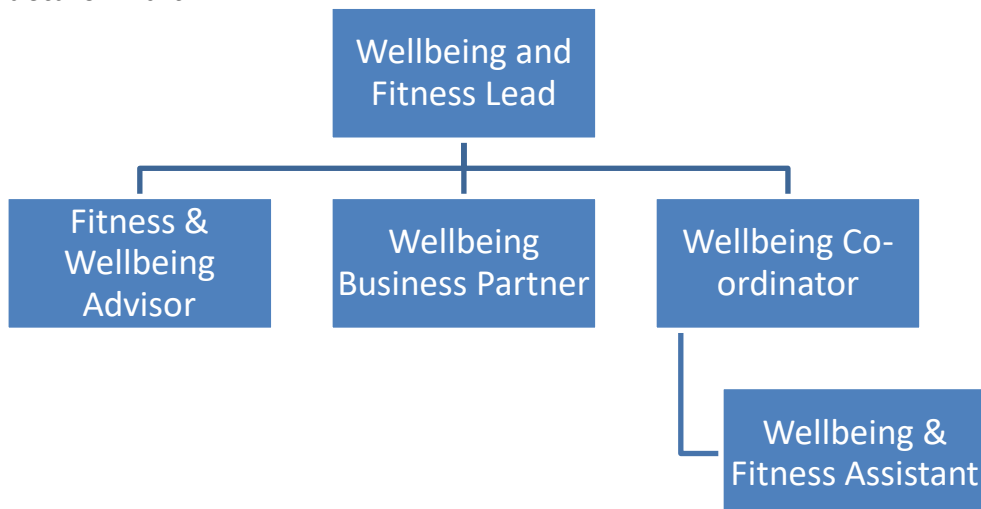
Job Title	Wellbeing Coordinator
Post Number	3407
Grade	HAY 7
Duration of Post	Open ended 'permanent'
Hours	37 per week
Directorate	Service Delivery Support
Unit or Team	Wellbeing and Fitness (within People Services)
Reports to (give job title)	Wellbeing and Fitness Lead
Line management or supervisory responsibilities	Yes
If yes, for which team/s or post/s	Wellbeing and Fitness Assistant
Responsibility for managing a budget	No
Date job was evaluated	22.12.25

Purpose of Job:

The purpose of this role is to provide effective support, coordination, and guidance for all wellbeing activities across the Service. This includes the development and delivery of promotional, preventative, and reactive campaigns and interventions that address key areas of health and wellbeing — including mental, physical, and financial wellbeing.

The postholder will play a key role in embedding a proactive and inclusive approach to wellbeing, ensuring that support is evidence based, accessible and responsive to the diverse needs of all staff. A flexible and collaborative approach is essential, as the role involves working closely with managers, the Wellbeing and Fitness Lead, and other stakeholders to shape and deliver initiatives that align with Service priorities, national best practice, and emerging evidence.

Structure Chart:



Responsibilities and Duties:

1.	Develop and coordinate the Service's Wellbeing Programme, ensuring all initiatives are evidence-based, inclusive, and aligned with AFRS organisational priorities and the national Health and Wellbeing Framework.
2.	Design and implement holistic wellbeing initiatives that support the physical, mental, emotional, and financial wellbeing of staff, with a proactive approach to identifying and addressing emerging needs.
3.	Coordinate and deliver wellbeing events and campaigns, including awareness days, workshops, and internal/external events aligned with local and national health and wellbeing initiatives.
4.	Lead on planning and delivery of targeted health promotion activities, training sessions, and workshops on topics such as mental health awareness, stress management, resilience, and healthy lifestyles.
5.	Develop and maintain a Wellbeing Communications Plan in collaboration with the Communications team, ensuring consistent and effective promotion of wellbeing activities across all internal and external platforms.
6.	Create and curate engaging wellbeing content for a range of channels including the AFRS intranet, website, and internal newsletters, ensuring accessibility and relevance for diverse audiences.
7.	Provide confidential 1:1 wellbeing support to staff, using active listening and a non-judgemental approach, and signpost to appropriate internal and external support services (e.g. counselling, occupational health, TRiM, or specialist providers).
8.	Coordinate individual wellbeing support plans for staff with more complex or ongoing needs, ensuring effective collaboration with line managers, Wellbeing Partners and relevant support services.
9.	Coordinate and deliver trauma support provision, including early intervention following potentially traumatic incidents, in line with the TRiM (Trauma Risk Management) Framework.
10.	Support proactive screening and early intervention efforts, including for common work-related health concerns such as musculoskeletal issues, workplace stress, trauma, or burnout, in partnership with occupational health and other providers.
11.	Provide day-to-day line management to the Health and Wellbeing Assistant including work allocation and prioritisation in line with their job description, support with development and wellbeing and undertaking regular 1:1s and PDRs.
12.	Provide expert advice and guidance to managers and teams to support a positive wellbeing culture, embed evidence-based best practices, and build confidence in identifying and responding to staff wellbeing needs.
13.	Build and maintain strong working relationships across the Service, including with operational and non-operational staff, line managers, network groups, partner agencies, and external wellbeing providers.
14.	Monitor, evaluate, and report on wellbeing activity data, including engagement, attendance, staff feedback, and trends in stress or sickness absence, using insights to inform continuous improvement of the Wellbeing Programme. Analyse trends and deliver supportive interventions to achieve improvement.
15.	Undertake any additional responsibilities that are reasonable and appropriate to the role, as agreed with the line manager, to support the effective delivery of service objectives.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination;

	<ul style="list-style-type: none"> treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Service Headquarters however you will be required to travel to and work from different stations, for which we will pay allowances where appropriate.
3.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Avon Fire & Rescue Service Core Values

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

In addition to our Core Values, all employees should accept and work to the National Fire Chiefs Council (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** - we treat people with 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 and inclusion (EDI)** – we continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality foster good relations and celebrate difference.

Signed confirmation that this Job Description accurately reflects the requirements of the job:

Job Holder's Manager		Date	
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Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of AF&RS Core Values and NFCC Code of Ethics:

Job Holder		Date	
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See following page for Person Specification

Person Specification

Job Title	Wellbeing Coordinator			
Post Number	3407			
Grade	HAY 7			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
Bachelor's Degree level study in a relevant field (i.e. Psychology, Occupational Health, Social Sciences, Coaching) and/or equivalent professional qualification (e.g. CIPD or SOM), relevant knowledge or experience.	E	X		X
Evidence of continuous professional and/or personal self-development and learning.	E	X		X
Mental Health First Aid Instructor.	D	X		X
TRiM Practitioner or Manager.	D	X		X
ASIST Instructor.	D	X		X
Experience				
Genuine interest in wellbeing and health promotion and clear understanding of the role and importance of employee wellbeing to support organisational effectiveness.	E	X		X
Proven experience of successfully and constructively supporting individuals who present a range of different health needs and/or are dealing with personal or interpersonal difficulties.	E	X		X
Proven ability and credibility to support the creation, implementation and delivery of a comprehensive wellbeing action plan and communications plan.	E	X		X
Experience of developing and implementing wellbeing initiatives, programs and procedures.	E	X		X
Experience of coordinating and delivering highly effective trauma support.	D	X		X
Experience of working in a occupational health, mental health or wellbeing setting.	D	X		X

Experience of working in an emergency service environment.	D	X		X
Previous experience of designing, delivering and evaluating innovative wellbeing training, learning packages and workshops.	D	X		X
Proven experience of developing reports, presentations, letters and other documents to a high standard.	D	X		X
Previous experience of line management or willing to undertake development to support these skills.	E	X		
Skills				
Ability to communicate effectively both verbally and orally.	E	X		X
Excellent knowledge of Windows based IT systems, including Microsoft Office packages, i.e. Word, Excel, PowerPoint, Outlook etc.	E	X		X
Excellent listening and interpersonal skills, ability to communicate well with a range of people.	E	X		X
Ability to respect and maintain confidentiality and follow policies and procedures.	E	X		X
Excellent time management skills and ability to work to tight timescales and prioritize competing demands.	E	X		X
Ability to develop effective relationships with, and advise and influence, managers and colleagues at all levels in a large, diverse organization.	E	X		X
Highly collaborative, customer-focused, and resilient with the capability to work in a fast moving, multi-task, pressurized environment.	E	X		X
Able to drive with a full current valid driving license, or ability to arrange suitable alternative transport to travel to various work locations.	E	X		X
Ability to work a flexible working pattern of hours to meet the Service needs, including outside of core times on regular basis.	E	X		X
Excellent organisational skills and the ability to coordinate events.	D	X		X
Personal Attributes				
Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X

Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X