

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**JOB DESCRIPTION**

<b>Department</b>	<b>People Services</b>
<b>Post</b>	<b>Learning &amp; Development Officer (General Skills &amp; Employee Engagement)</b>
<b>Post No</b>	<b>503164</b>
<b>Grade</b>	<b>9</b>
<b>Location</b>	<b>SWFRS Headquarters</b>
<b>Responsible to</b>	<b>Assistant Learning &amp; Development Manager</b>
<b>Responsible for</b>	<b>N/A</b>

**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.**

**MAIN PURPOSE OF THE POST**

To provide a quality and professional Learning and Development (L&D) service to South Wales Fire & Rescue Service and its members past, present and future in a committed and flexible manner.

**DUTIES AND RESPONSIBILITIES**

**General Duties:**

1. To work collaboratively with other stakeholders both within the L&D team and wider within the organisation to assist in the achievement of Team, Departmental and Directorate plans.
2. To provide a partnering approach to all line managers and departmental leads on advising and implementing effective and relevant learning, development and assessment solutions for specific training needs.
3. To prepare and provide statistics and general feedback/ reports for the Head of HR & the Learning and Development Manager on all required L&D activities and metrics as and when required e.g. numbers trained, evaluation results and training spends etc.
4. To deliver all L&D workstreams whilst upholding and delivering on all organisational policies and procedures i.e. in cognisance of the Service's data protection legislation, Equality and diversity legislation whilst respecting confidentiality throughout all L&D activities.

5. To maintain an understanding of key changes within wider Learning, Development and Assessment professional fields and support implementation, of new and innovative practices in line with the Service's people and organisational development strategies.
6. To continuously promote a culture of learning across the SWFRS and demonstrate an ongoing commitment to own and other's continuous personal development.
7. To continuously promote a positive and inclusive culture within SWFRS, focusing on embedding SWFRS values and best practice principles of Equality, Diversity and Inclusion, therefore championing SWFRS's as an employer of choice.
8. To support individuals throughout the Service through the provision of confidential coaching sessions.

### **General Skills Delivery:**

9. To create and provide effective, timely and relevant training for all employees throughout their employment lifecycle. To include (but not limited to):
  - The development, programming and delivery of all SWFRS induction courses for the full range of SWFRS staff i.e. Grey and Green book.
  - The identification of key general learning needs across the organisation and provision of creative L&D solutions to ensure that SWFRS staff have the necessary skills, knowledge and training to conduct their roles effectively.
  - The development/procuring, planning, delivery and evaluation of SWFRS Masterclasses, aiming to support all employees with a wider L&D offering in a number of core training areas.
  - The identification and provision of Equality, Diversity and Inclusion (EDI) training e.g. Unconscious Bias, Inclusive Culture, Mind-set Training etc, ensuring that the relevant EDI training is provided to individuals at the appropriate point within their career lifecycle.
  - To research, create and deliver new training programmes in line with organisational development needs.
  - Continuous Quality Assurance of all training through the maintenance of effective means of training evaluation and feedback, reviewing and reporting on key outcomes as and when required.

### **Leadership & Progression Development**

10. To provide general support to all employees seeking to develop as future SWFRS leaders signposting (where appropriate) to relevant training opportunities and further information regarding progression and development.

11. Working towards the wider L&D strategic aims and under the guidance of the L&D Manager, the post will support the delivery and evaluation of all Supervisory Leadership Development Training, whether delivered through internal practices and/or through external provision.
12. To support all processes that link to the Service's progression principles i.e. Assessment and Development Centres, Interview and Selection training, Technical Examination study skills sessions, etc.

### **Employee Engagement**

13. To support and improve employee engagement through co-ordinating, promoting and delivering middle, supervisory and organisational engagement days.
14. To work with key partners e.g. media and other internal departments to create strategies which promote L&D activities across the service. This may include Internal engagement around activities and procedures and embedding processes key to employee development.
15. To support the engagement with staff through the use of relevant technology, communications channels, access opportunities and regular updates.
16. To support the Service with any ad-hoc engagement activities to be held across the organisation.
17. To act as key lead for the L&D Team in driving forward the Services Inclusive Work Plan 2018-2021, monitoring and progressing all L&D actions as required.
18. To support the Assistant L&D Manager with the creation and promotion of an annual calendar of employee engagement/EDI events through generating appropriate content and liaising with the Service's Communication and engagement teams to promote inclusion through SWFRS internal comms channels and social media.
19. To support and facilitate the co-ordination of all additional learning opportunities e.g. Academi Wales' Summer and Winter Schools, Cross leadership exchanges etc. Promoting events and co-ordinating attendees as and when required.
20. To support the L&D Officer (Performance and Assessment) in reviewing and facilitating applications relating to the Service's Additional Learning Fund.

### **Other**

21. To support all SWFRS strategic aims through the research, development and delivery of any ad-hoc training required to support Service activities.
22. To maximise the use of technology to deliver L&D solutions to employees throughout the service, e.g. through effective IT services in relation to Appraisals, E-learning etc.

23. To continually look to improve systems to further enhance the efficiency and effectiveness of all L&D processes.
24. To contribute to the maintenance of accurate computerised records of all staff development activities.
25. To promote equality, diversity, inclusion, health, safety and employee wellbeing in all employment issues.
26. To represent the Service (as and when requested) at all Learning and Development events, meetings and briefings.

## **STANDARD SERVICE REQUIREMENTS**

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme using the same, that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

## **ORGANISATIONAL VALUES**

In performing the above role, all employees of the Service are required to Observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient