

SOUTH WALES FIRE AND RESCUE SERVICE

JOB DESCRIPTION

Department	People Services
Post	Learning & Development Officer (General & Technical Skills)
Post No	503164
Grade	9
Location	SWFRS Headquarters
Responsible to	Assistant Learning & Development Manager
Responsible for	N/A

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all 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 & Technical Skills Delivery:

9. To 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 several core training areas.
 - The identification and provision of specialist skills training e.g., Health and Safety/Manual Handling, to provide those in core specialist roles with up to date and relevant skills to reduce risk and function effectively.
 - 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 take responsibility for the development, 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 support the Service with any ad-hoc engagement activities to be held across the organisation.
15. 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.
16. 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.
17. To support the L&D Officer (Performance and Assessment) in reviewing and facilitating applications relating to the Service's Additional Learning Fund.

Other

18. To support all SWFRS strategic aims through the research, development and delivery of any ad-hoc training required to support Service activities.
19. To maximise the implementation, maintenance, and use of technology to deliver L&D solutions to employees throughout the service, e.g., through the Learning Management System, e-learning, etc.
20. To continually look to improve systems to further enhance the efficiency and effectiveness of all L&D processes.
21. To contribute to the maintenance of accurate computerised records of all staff development activities.
22. To promote equality, diversity, inclusion, health, safety, and employee wellbeing in all employment issues.
23. 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

