



JOIN US

Learning & Development Manager

12 Month FTC

APPLICANT INFORMATION PACK



**Gwasanaeth Tân ac Achub
De Cymru**

**South Wales
Fire and Rescue Service**

RAISING AWARENESS - REDUCING RISK

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WHO WE ARE

“TO MAKE SOUTH WALES SAFER, BY REDUCING RISK”

We are South Wales Fire and Rescue Service and our vision, mission and values are what drives and motivates our people to make South Wales safer, by reducing risk. We aim to protect and serve all across the 10 Unitary Authorities that make up our diverse area, working in partnership with our colleagues in other frontline services.

We employ around 1700 people across South Wales in a mix of Operational and Corporate roles, with most of our corporate staff being based at our headquarters in Llantrisant.

The frontline services provided by South Wales Fire and Rescue Service Operational Staff are supported by a number of teams, which fulfil administrative and technical roles. Operational and Corporate Staff work closely together to provide a high level of service for the communities of South Wales.

Diversity, Inclusion, Cohesion and Equity are a priority for South Wales Fire and Rescue Service and we have a commitment to endeavour to reflect the communities that we serve.

ROLE PROFILE

Please apply by the 18th of March 2025

We are seeking an experienced Learning and Development (L&D) Projects Lead to provide temporary cover for a 12-month fixed-term period. This is a hands-on leadership role, requiring someone who can hit the ground running and make an immediate impact. This is not a development role; we need a credible professional who is confident delivering training themselves while also leading strategic L&D projects that drive operational excellence.

The postholder will be responsible for developing, managing, and delivering L&D projects that enhance leadership capability, embed cultural change, and improve performance across the Service. The role will play a key part in ensuring SWFRS has the skills, knowledge, and leadership capacity needed to maintain and improve operational effectiveness. Given the fast-paced nature of the role, the successful candidate must be resilient, adaptable to conflicting priorities, agile in their approach, and solution-oriented.

- **Contract:** 12 Month FTC
- **Grade:** 16
- **Salary:** £47,754 - £48,710
- **Hours of Work:** 37
- **Directorate:** People Services
- **Location:** Llantrisant

JOB DESCRIPTION

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.

Responsible to: Head of People Services

L&D Project Delivery

- Lead and manage L&D projects that directly contribute to operational excellence, leadership development, and cultural change.
- Design and implement learning solutions that enhance the capability, resilience, and performance of teams and leaders.
- Ensure L&D projects align with People Services strategies, operational requirements, and organisational priorities.
- Measure the impact of L&D initiatives using data-driven insights to inform decision-making and continuous improvement.
- Identify and apply best practices in leadership and professional development to support an agile and high-performing workforce.

Learning & Organisational Development

- Design and deliver leadership development programmes that enhance the capability of managers and leaders at all levels.
- Drive cultural change initiatives to embed behaviours that support a high-performing, inclusive, and resilient workforce.
- Personally deliver high-quality, engaging, and impactful training to a range of staff and leadership levels.
- Work with People Services to ensure learning interventions support workforce planning, performance management, and organisational goals.

Strategic & Operational Contribution

- Act as a driver for operational excellence, ensuring learning and development initiatives directly contribute to improved service delivery and workforce capability.
- Work closely with operational teams to ensure learning initiatives meet the needs of frontline services and leadership requirements.
- Ensure compliance with operational, legal, and regulatory learning requirements, particularly within a fire and rescue service environment.
- Inspire and engage teams to build a culture of continuous learning, innovation, and leadership excellence.

Stakeholder Engagement & Collaboration

- Work closely with People Services, operational teams, and senior leaders to develop and implement learning solutions.
- Build and maintain strong relationships with internal and external stakeholders to ensure effective L&D project delivery.
- Act as a trusted advisor, providing expertise on leadership development, culture change, and professional growth.

In addition to the duties and responsibilities outlined above, the post holder will be required to:

1. Undertake any other duties commensurate with the grade and post.
2. Attend in-house and external training courses as required.
3. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
4. Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
5. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
6. Adhere to Health & Safety and Wellbeing Legislation and Procedures and take reasonable care for the health and safety of self and others.

PERSON SPECIFICATION

ESSENTIAL

Experience & Knowledge

- Proven experience in a senior L&D role, with responsibility for leading projects that drive organisational excellence.
- Demonstrable experience in leading L&D projects that embed cultural change and enhance organisational performance.
- Experience designing and delivering leadership and management development programmes that have improved organisational effectiveness.
- Strong track record of designing and personally delivering engaging training sessions across multiple levels of the organisation.
- Knowledge of performance management, coaching, and mentoring best practices.
- Experience working in a fast-paced environment, requiring immediate impact without an extended onboarding period.

Skills & Abilities

- Resilient and adaptable to conflicting priorities, maintaining focus and effectiveness under pressure.
- Agile in approach, able to respond quickly to changing operational and organisational needs.
- Strong stakeholder engagement and influencing skills, with the ability to build credibility and trust at all levels.
- A solution-oriented mindset, able to identify challenges and implement effective resolutions.
- Excellent facilitation, coaching, and presentation skills, with the confidence to personally deliver training.
- Ability to lead and manage L&D projects effectively, ensuring timely delivery and impact.
- A proactive, hands-on approach, ensuring learning interventions deliver tangible improvements to service delivery and workforce capability.

Qualifications

- Relevant L&D or People Services qualification (e.g., CIPD Level 5/7 in Learning & Development, Coaching, Organisational Development) or equivalent experience.
- Evidence of continuing professional development in L&D, leadership, or organisational development.

DESIRABLE

- Coaching or facilitation qualifications (e.g., ILM, CMI, EMCC, or equivalent).

N.B This role involves frequent travel between sites throughout the South Wales area. The successful candidate must be able to travel independently

THE APPLICATION PROCESS

Candidates should complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 500 words per question (e.g. Maximum 2000 Words)

Question 1: Please outline your experience of designing and delivering leadership and management development programmes that have improved organisational effectiveness

Question 2: Please share an example of a time when you were able to quickly adapt and make an impact in a fast-paced environment, while taking initiative and working independently

Question 3: Please provide an example of when you have had to deliver multiple projects with conflicting priorities to meet varying stakeholder demands, whilst operating to tight deadlines

Question 4: Can you provide an example that demonstrates your ability to build strong relationships with stakeholders and effectively influence outcomes

When answering the above questions, consider using a method such as STAR

This is a useful way to describe past experiences and to structure an answer by considering the **S**ituation, **T**ask, **A**ction and **R**esult to clearly showcase your accomplishment.



HOW TO APPLY

External Applicants

Please log in to our website at: www.southwales-fire.gov.uk/working-with-us/latest-vacancies

Select the role from the 'Current Vacancies' and click on the link for our e-recruit system.

Ensure that all sections of the application form are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

Internal Applicants

Please log in to People XD/Core and navigate to 'current vacancies' to select the relevant position. Ensure that all sections of the application are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

All Applicants

If you require this document in an alternative format, such as large print or a white or coloured background, or alternatively require a paper application form, please contact our Recruitment team at recruitment@southwales-fire.gov.uk or call us on 01443 232200 and we will endeavour to help as quickly as possible.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions and interview questions). Arrangements will be confirmed following invitation to interview and may include translation and/or simultaneous translation

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

ADDITIONAL INFORMATION

External Recruitment Checks

All external candidates will be subject to the following recruitment checks prior to appointment:

- Enhanced Disclosure and Barring Service (DBS) checks.
- Right to work checks.
- Medical, health and fitness checks.
- No current disciplinary warnings (Operational)
- Driver licence checks.
- Reference checks.
- Some roles may require security clearance level of vetting.

The 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: 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 & INCLUSION: We continually recognise and promote the value of EDI both within the SWFRS and the wider communities that we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

This is the foundation for the values we hold at South Wales Fire and Rescue Service and will help us to create an environment that is welcoming, tolerant and safe, with no place for inappropriate behaviours and actions that threaten, disrespect or intimidate others

BENEFITS

Annual Leave – A generous annual leave allowance.

Employee Assistance Programme – The EAP provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for employees to access whenever they need.

Vivup – Award winning employee benefits provider that offers all staff a stack of health and wellbeing benefits and savings across a number of big brands.

Some of the perks on this platform include:

- **Cycle to work scheme**
- **Tusker car scheme**
- **Home and electronics discount**
- **Lifestyle Savings**

Flexi Time – Corporate staff are able to work flexi time. With core hours of 10am – 12pm and 2pm – 3pm; you can complete the balance of your hours anytime between 7am and 7pm.

Learning & Development – SWFRS recognise that well trained employees are key to success. With a dedicated Training Centre at Cardiff Gate and specialist training teams, there are plenty of opportunities to grow & develop new skills.

Gym - Wherever you are based as an employee of South Wales Fire and Rescue Service, access to our gym facilities is available to all, free of charge.

Health and Fitness Advisors - Our Health and Fitness Advisers monitor the fitness levels of operational staff. They can also offer health and fitness advice to all employees on request.

Firefighters' Charity - Every employee, along with their dependents, can be beneficiaries of the charity. The charity provides health and wellbeing support to the whole Fire Service community.

Car Parking – SWFRS does not charge for car parking at any of its sites.

Mind Blue Light Champions – As part of our ongoing commitment to health and wellbeing, we support the MIND Blue Light Programme. The programme offers mental health support for emergency services employees.

Occupational Health – The Occupational Health Unit aims to maximise the health and wellbeing efficiency of staff and to minimise the risks to which staff are exposed as a result of working practices and the environment.

Pension – Support staff are eligible to join the Local Government pension scheme, which is a defined benefit pension scheme. Employee contributions are based on your salary.

Sports and Social – Our sports and social section brings together employees from across departments. Photography, skiing, rambling, cycling, football, rugby, surfing and golf are just some of the shared interests.

Welsh Courses – South Wales Fire and Rescue Service recognize the importance of the Welsh language in the workplace and offers all employees access to Welsh language courses at a range of levels to suit all needs.

Disability Confident – We are proud to be a certified Disability Confident Committed Employer





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South Wales
Fire and Rescue Service

South Wales Fire and Rescue Service

Recruitment & Retention Team
Fire Service Headquarters
Forest View Business Park
Llantrisant
CF72 8LX

Recruitment Line – 01443 232200
recruitment@southwales-fire.gov.uk

SCAN ME



www.southwales-fire.gov.uk/working-with-us