**SOUTH YORKSHIRE FIRE & RESCUE**

**JOB DESCRIPTION**

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| **POST TITLE** | Learning & Development Officer |
| **GRADE** | Grade 5 |
| **FUNCTION** | Human Resources |
| **PERMANENT BASE** | Headquarters, Eyre Street, Sheffield |
| **RESPONSIBLE TO** | Workforce Development Manager |
| **RESPONSIBLE FOR** | N/A |

**OVERALL PURPOSE OF JOB**

To deliver a robust and effective support service in relation to learning and development within (South Yorkshire Fire & Rescue (SYFR) including the delivery of qualifications, development programmes and apprenticeships in line with organisational strategy and centre requirements. To develop and deliver a range of appropriate induction and training interventions.

**MAIN RESPONSIBILITIES**

**General**

1. Comply at all times with the employee code of conduct, service behaviours and code of ethics for fire and rescue staff.
2. Fully participate in the service’s personal review process appropriate to the requirements of the role.
3. Successfully complete any training and development opportunities required for the role.
4. Practice and promote the service’s equality & diversity and health, safety & wellbeing policies.
5. Be responsible for the accurate and appropriate security and processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
6. Proactively identify and support continuous improvements to ways of working within own areas of responsibility and the wider team.
7. Carry out other duties from time to time as required, appropriate to the grading of this post.
8. Deputise for the L&D Manager in their absence as deemed appropriate to the role.
9. Undertake proactive research and CPD to identify innovative and best practice approaches to learning delivery, making formal recommendations to the L&D Manager as required.

**Learning & Development**

1. Research, plan, deliver and evaluate a range of training and development courses and initiatives for internal staff and associated individuals, including skills and management training and inductions onto accredited qualifications including those relating to assessment and internal quality assurance. This will include contributing to the development of course content and learning materials taking into account general and individual learner requirements and best practice approaches.
2. Contribute to the sourcing of appropriate and effective external training, which provides best value and positive measurable outcomes for learners and the organisation.
3. Provide effective learner and course administration for a wide range of courses, accredited programmes and learning events including candidate registration, progress monitoring and liaison with providers as relevant.
4. Provide access for managers to clear and up to date monitoring data in relation to learner achievement and collating and reporting information for internal and external reports.
5. Provide support to Line Managers in learning delivery and monitoring of staff progress.
6. Develop and undertake regular programmed monitoring and evaluation of the effectiveness of training programmes and courses (in line with organisational policy) ensuring they meet business and learner needs and contribute towards employee and organisational performance.
7. Adopt a creative approach to identifying alternative methods to developing employees, including e-learning and coaching/mentoring etc.
8. Implement a prospectus of activities and initiatives relating to the embedding of a learning culture within the organisation.

**Qualifications Centre Management**

1. Support the qualifications Centre Manager in the delivery of externally accredited or quality assured qualifications or programmes.
2. Contribute to centre level quality assurance ensuring appropriate action is taken and recorded as required. This will include sampling activity on centre run programmes.
3. Undertake effective monitoring of all learner programmes for learner progress and quality.
4. Utilise and develop the online portfolio systems related to qualifications and programmes including learner administration, uploading content, using online monitoring tools and ensuring learner familiarity with all systems.
5. Provide a specialist support service to support programme and qualification Learners, Assessors and Internal Quality Assurers to ensure that consistency of assessment and verification procedures is maintained. This will include, but is not limited to, the delivery of effective programme/qualification inductions, updates and standardisation sessions.
6. Undertake all required internal and external quality assurance processes and procedures including preparing for and undertaking actions from external quality assurance visits and audits.

**Apprenticeships**

1. Provide effective administration in relation to Apprenticeships, linking with other areas of the organisation as required. To include the provision of accurate and timely data in relation to apprenticeship reporting requirements.
2. Provide first level guidance to managers on Apprenticeships.

**ANY OTHER INFORMATION** (including special conditions of service)

Flexi time

**NOTE:** This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

**PERSON SPECIFICATION**

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| **Criteria** | | | **Essential** | **Desirable** |
| **Qualifications** |  |  | | | |
| Learning & development related qualification at Level 3 or above | | | X |  |
| Award in Education and Training (AET) or equivalent | | | X |  |
| Qualified Assessor (for accredited qualifications delivery) | | |  | X |
| CIPD Qualified (Associate) with learning & development focus | | |  | X |
| **Knowledge** |  |  | | | |
| Understanding of the principles and practice of internal quality assurance and assessment | | |  | X |
| An understanding of equality considerations within the field of learning and development | | | X |  |
| Knowledge of apprenticeships | | |  | X |
| **Experience** |  |  | | | |
| Experience of working within a Qualifications Centre and the administrative requirements within this. | | | X |  |
| Experience of undertaking assessment on a range of formal qualifications | | |  | X |
| Experience in the development and effective delivery of training course and learning content using a range of delivery methods | | | X |  |
| Experience in the administration and monitoring of training related records | | | X |  |
| **Personal Effectiveness** |  |  | | | |
| Ability to develop strong working relationships and develop a positive learning and development culture | | | X |  |
| Must be highly motivated and driven to achieving all personal and team objectives. A self-starter with the resilience to deliver despite challenging circumstances | | | X |  |
| Adopt a flexible approach to working hours, ensuring personal objectives are achieved | | | X |  |
| Must be committed to the ongoing maintenance of CPD | | | X |  |
| Ability to develop strong working relationships and develop a positive learning and development culture | | | X |  |