

## **SOUTH WALES FIRE AND RESCUE SERVICE**

### **JOB DESCRIPTION**

<b>Department</b>	People Services
<b>Post</b>	Assistant Learning & Development Manager
<b>Post No</b>	503244
<b>Grade</b>	11
<b>Location</b>	SWFRS HQ
<b>Responsible to</b>	HR Manager – Learning & Development (L&D)
<b>Responsible for</b>	Learning and Development Officer (General & Technical Skills) Learning and Development Officers (Performance & Assessment / Inclusion and Employee Engagement) Learning and Development Co-ordinator

**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 deliver on the Service's strategy in relation to People and Organisational Development, providing continuous review in relation to the Service's ongoing corporate objectives and future organisational development needs.
2. To support the HR Manager – L&D in developing and implementing key organisational policies in relation to all Learning and Development policies e.g. Mentoring, Additional Learning Fund etc.
3. To work collaboratively with other stakeholders (internal, and external) to ensure the achievement of Team, Departmental and Directorate plans
4. To provide a partnering approach to all line managers and departmental leads on advising and implementing effective and relevant training solutions for specific departmental needs.

5. To support the embedding of Coaching and Mentoring principles across SWFRS, supporting an inclusive and consultative culture and the further support and development of all colleagues.
6. To collate, analyse and present opportunities (to the HR Manager – L&D), which seek to improve performance of the L&D Team, maximising the effective and efficient delivery of services in the most cost effective way.
7. To provide reports to the HR Manager L&D as appropriate.

### **Team**

8. To provide daily management of the L&D Team in respect of the delivery and achievement of all L&D activities. i.e. To include but not limited to:
  - Creating and communicating effective team plans and managing the delivery of work within set timescales.
  - Allocating and prioritising work.
  - Monitoring team standards of work and monitoring adherence to standards.
  - Management of all HR & performance issues e.g. Performance appraisals, Performance Management, approving and monitoring leave requests, dealing with attendance, ensuring adherence to Service policies.
  - Implementing activities to support individuals with their personal development.

### **Learning & Development Training Delivery:**

9. To plan, implement and oversee the delivery of effective, timely and relevant training for all employees throughout their employment lifecycle. To include (but not limited to):
  - To support and manage the creation, implementation and monitoring of an appropriate employee performance management process which embeds principles of wellbeing, equality diversity and inclusion along with an assessment of skills, performance and attitude which will in turn support all other People and Organisational Development activities
  - The management of the development, programming and delivery of all SWFRS induction courses for the full range of SWFRS staff i.e. Grey and Green book.
  - To support and oversee the development, creation, implementation and evaluation of all Leadership Development Pathways and Training for all leadership levels within the organisation.
  - 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.
  - To support the development and manage delivery of all training relating to equality, diversity and inclusion initiatives across all levels within the organisation.
  - In conjunction with the HR Manager (L&D), to lead on and oversee the procurement and ongoing management of new training contracts and external providers.

- To manage and lead on 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.
- To manage and monitor the Additional Learning Fund daily activities, advising the HR Manager (L&D) of applications for board approval.
- To manage the team in the achievement of the creation of all bespoke learning solutions to support line managers with their individual development needs e.g. Masterclasses in a number of areas and developing additional learning opportunities through third party providers i.e. Academi Wales etc.

### **Leadership Development & Promotional Assessment:**

10. To oversee the co-ordination of all leadership and progression activities both conducted within and external to the organisation at both Middle and Supervisory levels.
11. To manage the L&D team in respect of the delivery of all processes that link to the Service's progression principles i.e. managing the support skills training for the All Wales Technical Examination, Assessment processes training and interview and application training.
12. To manage the Learning and Development Team with all processes that link to the Service's progression and assessment principles i.e. managing the planning, resourcing and delivery of all assessment activities (i.e. currently ADCs). To include but not limited to:
  - Managing the planning of all assessment activities
  - Managing team to deliver all assessment practices
  - Resourcing assessment practices e.g. (currently ADC), role actors, assessors, exercises from Psychologist, providing training where required e.g. assessors and role actors
  - Act as centre manager at all assessment activities
  - Carry out Quality Assurance checks throughout assessment processes
  - Conducting de-briefs with candidates
  - Attend All Wales Assessment briefing as and when required

### **OTHER**

13. To manage and oversee all employee and leadership engagement activities run by the department.
14. To embed core principles of equality, diversity and inclusion in all development workstreams and practices e.g. effective use of appropriate content, visuals and values and behaviours of all trainers and development leads.
15. To maximise the use of technology to deliver Learning and Development solutions to employees throughout the service, e.g. through effective IT services in relation to Appraisals, E-Learning etc.

16. To support the HR Manager (L&D) with the running and ongoing development of the Service's Coaching and Mentoring Network and associated resources.
17. To input and update relevant Business Management Information Systems (BMIS) objectives/ work-plans and regular updates in respect of all L&D activities to enable timely reporting on all workstreams.
18. To support and maintain the development of all CORE HR system applications relating to L&D activities, managing the system to allocate and record all relevant employee training and professional development data.
19. To lead on and oversee the submission of Tenders for all Learning and Development activities, managing core contracts as and when required. E.g. training providers and learning resources etc.
20. To continually look to improve systems to further enhance the efficiency and effectiveness of all People and Development processes through maintaining an understanding of key changes within wider People and Organisational professional fields and implementing (where relevant), new and innovative practices in line with the Service's People and Organisational strategy.
21. To continuously promote a culture of learning across the Service and demonstrate an ongoing commitment to own continuous personal development.
22. To represent the team as and when necessary at all People and Organisational Development events, meetings and briefings.
23. To deputise for the HR Manager (L&D) as and when required.
24. To deliver all People and Organisational Development plans whilst upholding and delivering on all organisational policies and procedures i.e. in cognisance of the Service's data protection, equality and diversity legislation and all guidance regarding the support of employee wellbeing and safety.

## **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

