



JOIN US

Learning & Development Associate **APPLICANT INFORMATION PACK**



**Gwasanaeth Tân ac Achub
De Cymru**

**South Wales
Fire and Rescue Service**

RAISING AWARENESS - REDUCING RISK

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: 9th May 2025

Shortlisting is anticipated to take place: Week commencing 12th May 2025

Interviews is anticipated to take place: Week commencing 19th May 2025

A permanent position as Learning & Development Associate has arisen within the People Services Directorate at South Wales Fire and Rescue Service. Based at SWFRS Headquarters in Llantrisant, this full-time post (37 hours), provides an exciting opportunity for an experienced Trainer/ Learning & Development professional to join a great team who are currently seeking to transform the development opportunities for all employees across the Service.

The successful candidate will be responsible for providing training and professional learning and development solutions to SWFRS employees throughout their employment lifecycle from induction and throughout their development pathways. The post will additionally focus on inclusion training and engagement events, ensuring that all team activities advance and champion both the Service's employee engagement plans and the Inclusive Fire plan. Successful candidates must be able to demonstrate excellent planning and delivery skills along with a passion to drive forward a more inclusive and transformational culture across the Service.

- **Contract:** 1x Permanent
- **Grade:** 9
- **Salary:** £33,366 – 35,235
- **Hours of Work:** 37
- **Directorate:** People Services
- **Job Ref:** 505451
- **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: Learning and Development Business Partner

General Duties:

- 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.
- 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.
- To prepare and provide statistics and general feedback/ reports for the Head of People Services & the Learning and Development Business Partner on all required L&D activities and metrics as and when required e.g. numbers trained, evaluation results and training spends etc.
- 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.
- 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
- To continuously promote a culture of learning across the SWFRS and demonstrate an ongoing commitment to own and other's continuous personal development.
- 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.
- To support individuals throughout the Service through the provision of confidential coaching sessions.

General Skills Delivery:

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:

- 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.
- Working towards the wider L&D strategic aims and under the guidance of the L&D Business Partner, the post will take joint responsibility (with L&D Associate General & Technical Skills) for the development, delivery and evaluation of all Supervisory Leadership Development Training, whether delivered through internal practices and/or through external provision.
- To support all processes that link to the Service's progression principles i.e. Assessment and Development processes, Interview and Selection training, Technical Examination study skills sessions, etc.

Employee Engagement & Inclusion

- To support and improve employee engagement through co-ordinating, promoting and delivering middle, supervisory and organisational engagement days.
- To support the Service with any ad-hoc engagement activities to be held across the organisation.
- To act as key lead for the L&D Team in driving forward the Services Inclusive Work Plan, monitoring and progressing all L&D actions as required.
- To support the engagement teams within People Services to promote inclusion through SWFRS internal comms channels, social media and events.
- 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.
- To support the L&D Associate (Performance and Assessment) in reviewing and facilitating applications relating to the Service's Additional Learning Fund.

Other

- To support all SWFRS strategic aims through the research, development and delivery of any ad-hoc training required to support Service activities.
- 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.
- To continually look to improve systems to further enhance the efficiency and effectiveness of all L&D processes.
- To contribute to the maintenance of accurate computerised records of all staff development activities.
- To promote equality, diversity, inclusion, health, safety and employee wellbeing in all employment issues.
- To represent the Service (as and when requested) at all Learning and Development events, meetings and briefings.

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

Qualifications:

- CIPD qualified level 5 or above AND / OR PGCE Teaching qualification OR equivalent AND / OR Experience of delivering training and large scale presentations to a variety of audiences

Knowledge/ Experience:

- Experience of creating, delivering and evaluating learning and development solutions and/or training packages
- Knowledge of the principles and best practice in relation to Equality, Diversity and Inclusion Issues within the workplace
- Experience of working with a range of external providers and/ or internal departments to create organisational solutions
- Practical experience of Microsoft Office packages i.e. Outlook, Word, Excel, Powerpoint

Personal Style:

- Ability to embrace and value diversity and demonstrate a fair and ethical approach in all situations
- Ability to demonstrate proactivity in promoting change and seeking opportunities to enhance organisational effectiveness.
- Ability to maintain a confident and resilient attitude in highly challenging situations.
- Proactive in promoting change, and the ability to seek opportunities to promote improved organisational effectiveness

Intrapersonal:

- Ability to lead, involve and motivate others both within the Fire & Rescue Service and in the community.
- Ability to communicate both orally and in writing to a wide range of audiences
- Commitment to and ability to develop self, individuals and teams to improve organisational effectiveness

Task:

- Ability to maintain an active awareness of the environment to promote safe and effective working

- Ability to lead groups to achieve excellence by the establishment, maintenance and management of performance requirements.
- Ability to create and implement effective team or process plans in line with organisational objectives.

DESIRABLE

Qualifications:

- Professional Membership within the CIPD
- ILM 5 or equivalent in coaching and mentoring practice

Knowledge/ Experience:

- Ability to speak Welsh

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 (eg Maximum 2000 Words)

Question 1: Please outline your experience of researching, creating, delivering and evaluating learning and development solutions and/or training packages

Question 2: Provide an example of how you have worked with external providers or internal departments to develop effective organisational solutions.

Question 3: Can you evidence your proactivity in promoting change, and the ability to seek opportunities to promote improved organisational effectiveness.

Question 4: Can you share an example showing your ability to maintain a confident and resilient attitude in highly challenging situations.

Question 5: Can you outline your commitment to and ability to develop self, individuals and teams to enhance organisational effectiveness.

****Please note that due to the high volume of applications received, we are unfortunately unable to offer individual feedback at this early stage of the selection process.**

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 Advisors 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





South Wales Fire and Rescue Service

Recruitment & Retention Team

Fire Service Headquarters

Forest View Business Park

Llantrisant

CF72 8LX

Recruitment Line – 01443 232200

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