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| **Post** | Training and Development Co-ordinator | **Post No** | HWKDEV030 |
| **Line Manager** | Station Manager (Development) | **Location** | Training and Development Centre, Telford |
| **Directorate** | Training and Development | **Section** | Training |
| **Scale** | Grade 6 |  |  |
| **Hours** | 37 | **Status of Post** | Permanent |

**1 Job Purpose**

The post holder manages the co-ordination of training events throughout Shropshire Fire and Rescue Service to support the timely allocation of training for employees to achieve and maintain competence through effective prioritisation and efficient use of available resources. This includes all training administration functions, including the input, management and reporting of data, filing and document management, liaison with both internal customers and external providers of training activities and products and for providing general guidance and support to other members of the Training Administration Team.

1. **Major Tasks**

2.1. To be responsible for training co-ordination activity, processes and accurate electronic data of the Service Training and Development Centre relating to training activities working to set deadlines.

2.2 To establish and manage electronic data systems and administrative procedures providing accurate management information and statistics reports for Service managers relating to training activity and operational competence.

2.3 To liaise with the Brigade’s ICT department and other external suppliers to acquire support for the identification and resolution of system faults, version updates and error reports outside level of own responsibility.

2.4. Manage and co-ordinate the production of the Annual Training Programme

2.5 Assist the line manager in the management of the overall annual training budget.

1. **Job Activities**

3.1. Manage the provision of efficient and effective policies and procedures in relation to training administration.

* Be responsible for liaison with external training providers to arrange training programmes.
* Manage the efficient distribution of learner joining instructions ensuring deadlines are met in accordance with training schedules.
* Arrange course accommodation as necessary.
* Manage the planning, arrangement, and monitoring of catering for all internal training courses.
* Manage the monitoring of course attendance, including course vacancy reminders, and deal with issues arising appropriately.
* Plan and prepare training and development schedules in relation to training delivery programmes.
* Plan and organise training and development events.
* Ensure all learners with reasonable adjustments are provided with timely and relevant course materials ahead of planned training activity.

3.2. Electronic Data Management

* Be responsible for ensuring all employee training and competence records are accurately and securely maintained, in accordance with Brigade policy and the Data Protection Act
* Provide regular statistical and management information on training matters to management, government bodies or other approved bodies as required.
* Undertake querying of individual and team competence data contained in Training data systems and databases as required, preparing and providing appropriate employee training reports to Service Managers when requested.
* Identify and resolve data issues within level of responsibility and to promote practices and procedures relating to training systems and information.
* Provide support to the Service on Training data systems and databases and the information they contain, assessing future requirements accordingly.

**3.3 LMS Development & Administration**

* + To be responsible for the design, administration, and maintenance of the current LMS to ensure ease of use and encourage user engagement.
  + To plan and support the technical implementation of any programmed LMS upgrades.
  + Develop LMS processes, procedures and policies to support Service users and stakeholders.
  + To provide first line LMS technical support and training for all SFRS staff, and the creation and further developments of user guides for end users and line managers.
  + Support the data transfer from Resourcelink to the LMS to maintain accurate employee data.
  + Gather customer feedback regarding the use of the LMS and suggesting ongoing improvements to the system.

3.4. Annual Training Programme and On-Call Duty System Calendar.

* Provide accurate statistics for the planning and provision of the annual training and development programmes.
* Produce the annual training programme and distribute the training programme to relevant staff within set deadlines.

3.5 Budget

* Assist in the costing for the annual training programme
* Authorise course claim forms and be responsible for their timely submission
* Process and Monitor invoice activity within scope of responsibility and Service policy.
* Input and process monthly credit card transactions in line with financial processes.

3.6 Maintain allocation of training resources and the room booking system.

# 4 Other Tasks

4.1 To ensure that the Brigade policies on equality and diversity at work are implemented, monitored and adhered to at all times, in order to achieve a working environment that promotes equality and diversity. Be sensitive to the feelings and needs of others.

4.2 To support the organisation in embedding the ‘core values’, the Workplace Charter, strategic aims and corporate objectives.

4.3 To ensure all duties are carried out in accordance with the Authority’s IT Security Policy.

4.4 To comply with the Health and Safety responsibilities set out in Appendix A to this job description.

4.5 To assist in the implementation of the Authority’s Service Plan and in the achievement of the objectives for the Authority as a whole.

4.6 Ensuring information is securely maintained and treated confidentially in accordance with Service policy, the Data Protection Act and other Information Acts.

4.7 The post holder will be expected to become involved in and to respond effectively to the changing requirements of the Authority.

4.8 To make an effective contribution to the corporate aims of the Fire Authority.

4.9 Maintain proper administrative procedures and records in accordance with Service policy, orders and instructions including documenting and recording work activity.

4.10 Ensure that any defect of Service premises, accommodation, furnishings, vehicles fixtures and fittings are reported in accordance with specified procedures.

4.11 To carry out such other duties as may be directed, commensurate with the grading of the post.

**5. Analysis of performance requirements and conditions**

5.1 **Contacts**

**In Own Department**

Regular contact will be made with colleagues in the Training section and with officers at different levels in other sections of the Fire Service.

**Outside the Authority**

The postholder will have regular contact with external training providers and providers of other services/products. The postholder will also be responsible for reporting system faults to the external provider.

5.2 **Supervision**

The postholder will work under supervision and will also be responsible for offering guidance and support and demonstrate tasks to others within their team.

5.3 **Complexity**

The work generally involves the straightforward application of readily understood rules and procedures, but on occasions is required to deal with complex tasks. The postholder generally gives information on and deals with well established and routine administration matters.

5.4 **Demands**

Working to deadlines is a feature of the job as is dealing with conflicting demands. Enhanced mental attention is required and the postholder is free to determine his/her own priorities.

5.5 **Responsibilities**

The postholder has limited financial responsibilities as set out above. These responsibilities require a high level of care, accuracy and security from the postholder. The postholder is responsible for manual and/or computer information or systems and is personally responsible for the safekeeping or security of a restricted range of equipment

**6 Status of job description**

6.1 June 2023

**Safety Responsibilities Appendix A**

**Individual Employees**

* Each employee is responsible for their own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
* Every employee must use safety equipment or personal protective equipment (PPE) in a proper manner and for the purpose intended.
* Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
* Every employee must work in accordance with any health and safety instruction or training that has been given.
* No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
* Every employee is required to bring to the attention of their supervisor/manager any hazard or perceived shortcoming in our safety arrangements.
* Every employee must report any near miss, accident or dangerous occurrence that they witness or are involved in.
* All employees must co-operate with their employer to ensure legal requirements are met and the highest standards of safety management are maintained.
* Every employee must observe correct manual handling techniques when lifting carrying or moving a load.
* Every employee must follow the Brigade General Health and Safety Rules.

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| **Person Specification** | **Essential** | **Desirable** |
| Qualifications (or equivalent skills) | Minimum of 3 GCSE passes at A-C level including English Language and Maths or equivalent  OCR RSA Text/Word Processing Stage III or equivalent | OCR CLAIT Stage I or equivalent  NVQ Level 3 Business Administration or equivalent |
| Experience | Experience in an administration role.  Extensive experience of data input and production of computerised data.  Producing reports using ICT resources such as Microsoft Office and/or other MIS systems  Use of the internet |  |
| Skills | Developed skills in use of word processing and spreadsheets  Developed skills in use of electronic records and related data, accurately recording information onto computerised information systems  Able to prioritise and work to deadlines  Able to communicate clearly and effectively, both orally and in writing  Able to communicate effectively at all levels and to receive and deliver accurate and detailed information |  |

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| **Personal Qualities** | Must demonstrate the ability to be an effective team member  Must demonstrate a committed approach and effective interpersonal skills  Must demonstrate a flexible approach to work and changing situations  Able to deal with urgent situations in a competent manner  Able to maintain confidentiality | Able to travel to Shrewsbury Headquarters, if required |