**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Watch Manager Learning & Development / Learning and Development Advisor |
| **Job Reference** | 19874 |
| **Grade and Salary** | Watch Manager B in accordance with NJC pay scales / Grade 6 - £40,777 per annum (pro rata if part time |
| **Service and Team** | Suffolk Fire and Rescue Service – People and Resources, Learning & Development Team |
| **Location** | Fire Service Training Centre, Wattisham |
| **Hours per week** | 42 for grey book / 37 for green book |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Working from home (including hybrid home & office working)*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*

All flexible working preferences will be considered alongside the individual demands and nature of the role. |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To support the Workforce Planning & Development Manager, within the People and Resources service area, by developing and delivering procedures and systems which further the personal development and skills of Service personnel, and research and advise upon areas of personal and organisational development. To efficiently and effectively carry out the duties described below.

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| **About the team**  |

You will report to the Workforce Planning & Development manager, as part of the People and Resources service area.

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| **What you will be expected to deliver in the role** |

* Support the delivery of the Workforce Planning & Development plan objectives.
* Lead the design, monitoring, and review of competency assessments for firefighters at year 1 for delivery by SFRS Station Managers
* Manage the service progression process.
* Lead the design, monitoring, and review of competency assessments for firefighters at Competent Firefighter Assessment for delivery by SFRS Operational Training.
* Support the line manager in development and delivery of SFRS development programmes and supporting systems.
* Support PDR training within service and reporting key metrics as a service measure.
* Facilitate service leadership training courses, informing the training needs assessment planning.
* Support SFRS apprenticeship scheme as part of wider SCC apprenticeship plan.
* Liaison and coordination of development programme registration with relevant providers such as NCFE.
* Support and facilitate external inspections.
* Internal Quality Assurance and sign off of SFRS development programmes.
* Support the delivery and implementation of relevant National Fire Chiefs Council product packs.
* Support the delivery and implementation of relevant fire standards.
* Co-ordinate and facilitate IFE examinations.
* Deliver Learning & Development input and training to members of staff as appropriate.
* Support data requirements for Performance & Improvement team.
* Attending all training courses and events as necessary to carry out their role in both training and operational functions
* Maintain and source relevant Learning & Development training materials.
* Ensure compliance with Health and Safety Regulations
* Maintain operational competence and providing operational fire cover, when necessary, for the effective resilience of the service in accordance with WM 7 - where applicable

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and Professional memberships**

* CIPD Level 5 qualification or equivalent in employee or management development
* Relevant professional qualification or evidence of professional development
* Substantive and competent Crew Manager in accordance with NJC agreed role map – evidence based experience in the role of Incident Commander if applicable
* Desirable:
	1. Level 3 or above Assessor qualification
	2. Internal Quality Assurance of Assessment Process and Practice
	3. Coaching and Mentoring level 5 or above.

**Values and personal qualities**

* Demonstrates a passion for making a positive difference for Suffolk.
* Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and Core Code of Ethics principles and strives to lead by example in relation to these.
* A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
* Strives to continuously improve in everything they do, taking the initiative to learn and develop.
* Brings creativity into their work through innovation and openness to change.
* Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

* Experience of Learning and Development
* Training Needs Analysis (TNA)
* Designing engaging learning content (e-learning, workshops, blended learning)
* Facilitation and Delivery
* Learning Technologies:
	+ Experience with Learning Management Systems (LMS) like Moodle, Cornerstone, or Workday Learning
	+ Leveraging digital tools for microlearning, mobile learning, or social learning
* Evaluation and Impact Measurement
* Ability to assist with planning and review for Learning & Development to achieve maximum benefit from resources.
* Ability to facilitate Stakeholder Engagement
* Experience of leading Change Management initiatives
* Awareness of how Learning Management Systems work
* Confident in Project Management
* Ability to provide Data-Driven Learning
* Ability to embed Diversity, Equity, and Inclusion in Learning
* Ability to manage Accreditation and ensure Compliance.
* A good understanding of operational Fire and Rescue issues
* Understanding of operational risk management practices
* Ability to respond and adapt to changing needs and prioritise resources, accordingly, ensuring all resources are managed effectively and efficiently.
* To support change in a large and complex organisation, demonstrating the ability to obtain acceptance / agreement, and effectively influence behaviour change to achieve desired outcomes.
* To support partnership working relationships with other organisations - locally, regionally, and nationally - to ensure the provision of services to the community we serve
* Good communication skills - verbal, written and presentational - to convey varied information to wide variety of stakeholders.
* Good understanding of service delivery across the public sector with a political awareness and understanding of local government.
* Conduct local meetings with Representative Bodies as required.

**Additional requirements**

* Able to demonstrate the individual elements of the values detailed below.

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| **Watch Manager Role Map**  |
| **Ref** | **Title** |
| **WM1** | **Lead the work of teams and individuals to achieve their objectives** - Planning the work of teams and individuals.- Assessing the work of teams and individuals.- Providing feedback to teams and individuals on their work. |
| **WM2** | **Maintaining activities to meet requirements** - Maintaining work activities to meet requirements.- Maintaining healthy, safe and productive working conditions.- Making recommendations for improvements to work activities. |
| **WM3** | **Managing information for action**- Gathering required information.- Informing and advising others.- Holding meetings. |
| **WM4** | **Taking responsibility for effective performance**- Taking responsibility for personal performance.- Establishing and maintaining effective working relationships with people.- Developing your skills to improve performance. |
| **WM5** | **Supporting the development of teams and individuals**- Contributing to the development of development needs.- Contributing to planning the development of teams and individuals.- Contributing to development activities.- Contributing to the assessment of people against development objectives. |
| **WM6** | **Investigating and reporting on events to inform future practice**- Gathering information to support the investigation of an event.- Reporting the findings and conclusions of an investigation. |
| **WM7** | **Leading and supporting people to resolve operational incidents**- Planning action to meet the needs of the incident.- Implementing action to meet planned objectives.- Closing down the operational phase of incidents.- Debriefing people following incidents. |
| **WM9** | **Supporting the efficient use of resources**- Making recommendations for the use of resource.- Contributing to the control of resources. |
| **WM10** | **Acquiring, storing and issuing resources to provide service delivery**- Monitoring and acquiring resources to meet service demands.- Monitoring the storage of physical resources.- Controlling the issuing of resources to support service delivery. |
| **WM11** | **Responding to poor performance in your team**- Helping team members who have problems affecting their performance.- Contributing to implementing disciplinary and grievance procedures. |
| **A1** | **Assess candidate performance** - Develop plans for assessing competence with individuals and teams’.- Judge evidence against criteria to make assessment decisions.- Provide feedback and support to individuals and teams’ on assessmentdecisions.- Contribute to the internal quality assurance process. |

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| **Travel requirements** |

We positively encourage the use of technology to communicate and engage, but in this role, you will need to travel, so you must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our Values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **Our Core Code of Ethics** |



At Suffolk Fire and Rescue Service, the Core Code helps every member to act in the right way in our service to the public and towards each other. The Core Code applies to everything we do. It will help us to continue to do our jobs professionally and to the best of our ability.

Visit the [**NFCC Core Code of Ethics page**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/) for more information.

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.