



THE ROLE

General Instructor

Department: Learning and Development (L&D)
Grade/Rank: Watch Commander (b) + 10%
Responsible to: Station Commander L&D
Base Location: Wray Park Centre, Reigate
Responsible for: Bank staff Indirect responsibility for a range of students

Job Purpose:

To protect and save life, property, and the environment by contributing to the protection of people and making communities safer by:

- Developing learning programmes, teaching, and providing development and assessment to meet set objectives and quality standards.
- Provide advice, information, and assessment on standards of performance during exercises and simulations.
- Provide leadership and support to students that you are responsible for.
- Managing the maintenance and training equipment and appliances.
- Providing contingency cover when requested to maintain operational response.

Develop training and learning programmes to deliver new skills to staff and enhance current performance to benefit the community and make Surrey Safer.

Our Core Values and Behaviours:

- **Fairness and Respect** – We embrace diversity and promote a culture of inclusivity.
- **Responsibility** – We are answerable for our decisions and actions.
- **Professionalism** - We will always be the best we can be.
- **Honesty and integrity** – We are truthful and trustworthy. We do the right thing even if it's not the easiest option.
- **Leadership** – We choose to lead by example and inspire others in an ethical way.
- **Openness** – We are open to new ideas.

Our behaviours are what people experience when they interact with us. They encompass how we do our work and how we treat others.



THE PERSON

General Instructor

Qualifications

- Participate in and pass the core technical and professional development programmes
- ICS Level 1 (if in Operational Response role)
- IOSH - Managing Safely
- ILM Leadership and Management level 3 Certificate
- Award in Education and Training
- Certificate in Assessing Vocational Achievement.
- Instructor Qualifications in technical subject areas as directed

Knowledge and Experience

- Experience of managing a diverse group of staff and students to ensure effective service delivery.
- Experience of managing changing priorities and situations.
- Experience of working within a team, communicating effectively, and demonstrating professionalism within the Service and towards the public, partner agencies and other service providers
- Experience of having managed, engaged, and motivated others both within the Fire Service and externally.
- Experience of having understood and applied relevant information to make appropriate decisions which reflect key priorities and requirements.
- Knowledge of the Fire Service Operations and National Guidance (NOG).
- Knowledge of the Service's Public Safety Plan (MSSP).
- Knowledge of People Management Policies and Procedures.
- Knowledge of the Performance Management Framework.
- Knowledge of the legislation relating to Health and Safety in the Workplace.

Skills and Abilities

- Able to be open and flexible towards change, leading participation in devising solutions to problems.
- Able to demonstrate a calm, confident and resilient approach to unpredictable, challenging, or dangerous situations.
- Ability to adopt different methods and innovative ways to gain support and influence internal and external stakeholders.
- A proactive approach to work, and the achievement of a consistently high standard, displaying high personal and professional standards and challenging poor behaviour and performance.
- Ability to work effectively with technology and able to demonstrate competence with basic software or IT equipment.
- A demonstrable commitment to continuous professional development or the attainment of personal goals.

Equal Opportunities

- Understanding of and commitment to Inclusion & Equality in the workplace.
- Ability to demonstrate a respect for others and willingness to challenge.

Main Duties and Responsibilities:

- Research, design, and delivery of training and maintenance of competency on a specialist topic.
- Supporting your colleagues in the Learning and Development department to deliver training in their areas of responsibility.
- Ensure the quality of training and assessment delivery by the instructors within your specialist area, including initial training either delivered in-house or externally and periodic assessments / CPD events.
- Ensure adequate consumables, equipment and PPE for students and instructors within your area of training responsibility.
- Carry out Health and Safety risk assessments for internal and external training venues.
- Lead on Maintenance of Competence (MOC scheme) standards for your subject specialist area, regularly reviewing and updating information required to maintain operational competence in line with National Occupational Guidance (NOG) and national occupational learning (NOL).
- Ensure that all internal e-learning and external e-learning sources are accurate and monitor feedback creating new e-learning resources and competence monitoring for your subject lead area.
- Identify the service team and individuals' learning and development needs and plan training events with internal and external training providers.
- Establish and maintain effective working relationships with internal and external stakeholders to research, gain knowledge and develop skills to improve performance.
- Implement and maintain National Operational Guidance standards.
- Evaluate and improve learning and development provision.