

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Learning Development and Assurance Manager
Grade	PS10	Reports to (role title)	Group Commander - Learning and Development
		Directorate/School	Support Services
JE Band	371-438	Service/Department	Surrey Fire and Rescue Service
		Date Role Profile was created	Feb-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Develop and implement workforce development and training policies processes and plans that underpin the Learning and Development and Organisational strategy (Community Risk Management Plan). Lead on vocational development programmes and qualifications to enable staff development, enhancing leadership and management capacity and capability. Research, propose and manage training and development interventions that enable the organisation to develop staff capabilities in line with anticipated staffing needs and National Fire Chief Council guidance and monitor compliance with Awarding Body and Ofsted standards.
Work Context	Working as a member of the management team in the Learning and Development Department at Surrey Fire and Rescue Service managing a range of instructors who are delivering Fire Service training and development activities, including apprenticeship programmes and qualifications. Providing vocational training and qualification advice to the Head of Learning and Development and Station Commander Learning and Development, senior managers, stakeholders across the Service and regional and national partners.
Line management responsibility if applicable	Direct line management of 6 instructors and a number of associate instructors.
Budget responsibility if applicable	Assists the Head of Learning and Development in the management of approximately £550 - £600 k training budget.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Experienced Learning & Development practitioner with a high level of understanding of learning design principles. Understands learning styles and how to apply that to developing learning content that is relevant, accessible and engaging. Educated to degree level or equivalent vocational experience in managing in a Learning and Development environment. A Leadership & Management qualification at level 4 or above, or considerable evidenced experience in a management role. Level 4 Internal Quality Assurance of Assessment Process and Practice (IQA) or equivalent Level 3 Certificate in Assessing Vocational Achievement (CAVA) or equivalent.</p>
<p>Role Summary</p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

