THE ROLE

Learning and Development Instructor (Fire Fighter Apprenticeship Support)

Department:	**Learning and Development (L&D)**
Grade/Rank:	**Watch Commander (B) + 10%**
Responsible to:	**Learning, Development and Assurance Manager**
Location:	**Wray Park Training Centre, Reigate**
Responsible for:	Bank staff and indirectly responsible for a range of firefighter apprentices

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 firefighter apprenticeship recruits in collaboration with Surrey Adult Learning (SAL), instructors and line Managers at station through timely planning and delivery of all aspects of the apprenticeship programme alongside wellbeing support to ensure apprentices receive equal access to learning.
- Deliver high standard quality assurance of the programme liaising professionally and in a timely manner with all stakeholders so that apprentices receive high quality training that meets national standards and regulatory requirements.
- 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 Code of Ethics

Surrey Fire and Rescue Service has adopted the national Core Code of Ethics for Fire and Rescue Services in England. This has been developed in partnership with the National Fire Chiefs Council, Local Government Association, and the Association of Police and Crime Commissioners to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.



Putting our communities first

We **put our communities first.** We do this by putting the interest of the public and service users first.

Integrity

We act with **integrity**. We show this by being open, honest and consistent in everything we do.

Dignity and respect

We act with **dignity and respect**. We show this by making decisions objectively based on evidence, without discrimination or bias.

Leadership

We are **leaders**. We show this by being positive role models, always demonstrating flexibility and resilience, we're all accountable for everything we do and challenge behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion (EDI)

We are ambassadors of **equality, diversity and inclusion** (EDI). We show this by continually recognising and promoting the value of EDI both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate differences.

THE PERSON

General Instructor

Qualifications

- Participate in and pass the core technical and professional development programmes
- Incident Command Level 1 (or willingness to achieve)
- IOSH - Managing Safely (or willingness to achieve)
- Award in Education and Training (or willingness to achieve / recognised equivalent)
- Certificate in Assessing Vocational Achievement (or willingness to achieve / recognised equivalent)
- Breathing Apparatus Instructor qualification (or willingness to achieve)

Knowledge and Experience

- Previous experience of leading and /or delivering Level 3 qualifications is desirable
- Previous experience of leading and /or delivering apprenticeships is desirable
- 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.
- Experience of fire service operations specifically National Operational Guidance (NOG).
- Awareness of the SFRS CRMP 2025-2030
- Knowledge of People Management Policies and Procedures.
- Knowledge of the legislation relating to Health and Safety in the Workplace.
- Awareness of Apprenticeship Levy funding
- Awareness of the new Ofsted Inspection Framework
- Awareness of regulatory body requirements e.g. Department for Education and Skills England.
- Management training or development desirable

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 the apprenticeship programme in training and assessment including initial training and staged assessment processes monitoring the apprenticeship progress through regular Progress Reviews and liaison with Line Managers and assessors.
- 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 NOG
- 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 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.
- Evaluate and improve learning and development provision.
- Implement and maintain Ofsted and Skills England standards