



THE ROLE

General Instructor

Department: Learning and Development (L&D)
Grade/Rank: Watch Commander (b) + 10%
Responsible to: Workforce Development Manager / 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 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
- 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.