**TITLE OF POST: LEARNING AND ORGANISATIONAL DEVELOPMENT ASSISTANT**

**GRADE: SC3**

**RESPONSIBLE TO: ORGANISATIONAL DEVELOPMENT MANAGER**

**MAIN PURPOSE OF JOB:**

Under the guidance of the Organisational Manager, to undertake the support and delivery of duties within the function which contribute to the provision of an excellent service, whilst ensuring the effective use of resources. To support department managers in the delivery of exceptional services to our community and key stakeholders.

# 1 GENERAL DUTIES

* 1. To promote the Service Vision, ‘Creating the Safest Community’.
  2. To work effectively and efficiently to support line management in the delivery of the department’s aims and objectives.
  3. To maintain appropriate and robust information systems within the department.
  4. To maintain positive and effective liaison links with organisations and partners as appropriate.
  5. To support the preparation and production of a variety of quality information for inclusion in management and departmental reports.
  6. To ensure compliance with the Data Protection Act and to ensure data security is maintained.
  7. To ensure relevant knowledge is up to date.
  8. To identify and recommend areas of potential improvement.
  9. To represent the function at internal and external meetings and events and take minutes when required.
  10. To support the activities of the function and diary management for line management where required.
  11. To support colleagues with their work as required.
  12. To attend internal and external training courses as necessary.
  13. To undertake any other duties as appropriate to the role.

**2. ROLE SPECIFIC DUTIES**

2.1 Assist with the full range of Integrated Personal Development System (IPDS) related administration.

2.2 Provide assistance in undertaking a variety of I.T. duties, e.g. operate various software packages, produce electronic reports, compile and store statistical information.

2.3 Assist with the maintaining and supervising of the departmental filing system as directed.

2.4 Assist with word processing duties using a standard word processing system.

2.5 Provide a shared responsibility for receipt, recording and distribution of all internal and external mail delivered to the department.

2.6 Assist with answering telephones, greeting visitors and deal with enquiries promptly and accurately.

2.7 Provide assistance with scanning and archiving and updating files and folders as directed.

2.8 Assist with the monitoring and recording of leave entitlement for all personnel within the Learning and Development Department.

2.9 Assist with photocopying and maintain associated records.

2.10 Assist with registering candidates with the Awarding Body and maintain relevant records including notification of candidate’s achievements and certification requests.

2.11 Support in the issuing of certificates, publication of individuals’ achievements in Fire and Rescue Service (FRS) intranet and instigating letters to individuals from the Chief Fire Officer.

2.12 Support with maintaining all records required by the Centre in relation to Vocational Qualifications through maintenance and updating of appropriate spreadsheets

2.13 Act as the primary contact between the Centre and the Awarding Body and to liaise with the Internal Verifier (IV), ensuring a record of contact (including updates or changes) is maintained by the Centre and are passed to the Lead IV and Centre Manager.

* 1. Organising Operational Quarterly Update

1. **HEALTH AND SAFETY (GENERAL POLICY)**

3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-

3.2 Consider the safety of other persons who may be affected by their acts or omissions and to

cooperate with their employer to perform and comply with any duties or requirements imposed upon them.

3.3 Work with machinery, equipment and substances in accordance with information and training provided.

* 1. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.

3.5 Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

**4 EQUALITY AND DIVERSITY (GENERAL POLICY)**

4.2 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.

4.3 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.

4.4 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

1. **SAFEGUARDING**

5.1 To promote the application of the Authority’s Safeguarding Policies.

**6 ENVIRONMENT STRATEGY**

6.1 To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.