

HUMBERSIDE FIRE AND RESCUE SERVICE
JOB DESCRIPTION
(Support Services Posts)

<p><u>POST TITLE</u> Learning & Development Technician</p>	<p><u>POST NO.</u></p>
<p><u>SECTION/DIVISION/LOCATION</u> Training (L & D Hub)</p>	<p><u>POST GRADE</u> Grade 7</p>
<p><u>OVERALL PURPOSE OF THE JOB</u></p> <p>As part of a multi-disciplined team, the candidate will support and develop the wide range of functions that the L & D Hub provide for the service.</p> <p>The role will predominantly involve the development, production and support of e-learning resources, support for VR assessments and the provision of direction, maintenance, support and the continued development of the service Competency Management Systems.</p> <p>Other duties will include supporting both the Training Section and the L & D Hub team with regard to the continuous evaluation of training and competence for all HFRS staff and when required supervisory/line management support of the administrator.</p>	
<p><u>KEY ACTIVITY AREAS/MAIN DUTIES</u></p> <ol style="list-style-type: none"> 1. Provide support and operation of XVR for the Virtual Learning Environment, which will include the development of virtual reality learning environments and when required risk critical incident command assessments. 2. Use technical expertise and innovative qualities to produce and implement bespoke and highly interactive E-Learning packages compatible with all Humberside Fire and Rescue Service devices. 3. Support users in choosing appropriate supplementary material for E-Learning packages, ensuring that the E-Learning systems and packages adhere to international E-Learning standards and UK legislation, including SCORM compliance, copyright, data protection, and accessibility legislation. 4. Use excellent communication skills to liaise with subject matter experts, supporting the delivery of appropriate E-Learning solutions whilst providing on-the-job training for users regarding electronic Learning and Development systems as necessary. 5. Support systems to ensure the completeness, currency, and accuracy of E-Learning materials across the service. 6. Investigate & support user problems, suggest and implement corrective action. 7. Providing management with quantitative and statistical data reports relating to the learning needs of all staff while managing the lifecycle of E-Learning packages. 8. Be responsible for monitoring training evaluations, managing the progress of improvement, and reporting progress back to individual users on time. 9. Provide technical solutions and support to service users. 10. Support the technical maintenance, operation and system administration of all L&D electronic learning and competence recording systems, which includes but is not exhaustive: XVR, Articulate 360, LearnPro and SharePoint for resource tracking. 11. Maintain a working knowledge of current technological developments and research and recommend innovative solutions to the L&D Management Team. Implement improvements to Learning & Development systems, resources, and materials. 	

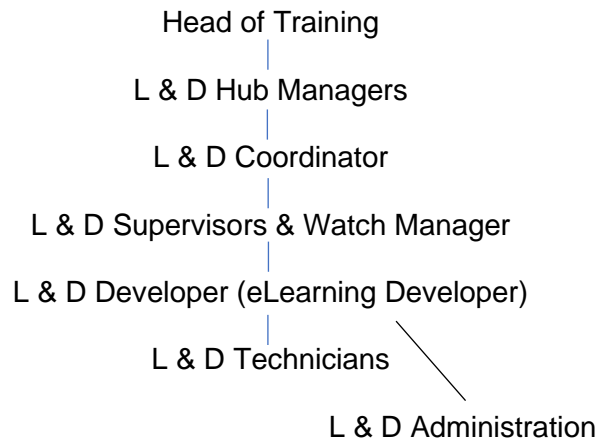
12. Support the continuous development and improvement of the services Competency Management Systems:

- PDR Pro
- Workforce Pro
- Learn Pro
- Course Management System

13. Be responsible for the accuracy of staff competency data.

14. Provide supervisory support and where required direction and instruction to L & D Administration staff.

POSITION IN ORGANISATION



JOB REQUIREMENTS:

Knowledge and Skills

The post-holder should have excellent communication skills and a thorough knowledge within the area of multimedia and E-learning and Competency Management Systems. Candidates require excellent ICT skills (preferred Microsoft 365 knowledge). They should be capable of problem solving with limited support, within timescales and agreed budgets. They will have a thorough understanding of service competency requirements and develop our competence recording systems to support them accordingly.

In addition, be expected to produce high quality E-Learning materials that meet service need.

1. Technical knowledge of Virtual Learning Environments / Learning Management Systems.
2. Excellent ICT skills with a good working knowledge of Microsoft 365 software.
3. Experience of or demonstrate an ability to create E-Learning packages.
4. Experience of or demonstrate an ability to support the improvement, maintenance, and development of Competency Management Systems.
5. Have a knowledge and understanding of data protection legislation, accessibility, copyright, guidance and protocols, and protective marking protocols.
6. Expertise in a range of multimedia tools and relevant software programs.
7. Diagnostic and analytical skills to fault find.
8. Excellent communication skills both written and oral.
9. The ability to work to deadlines and under pressure, prioritising work appropriately.
10. Knowledge of current national Learning and Development initiatives.
11. Ability to work on own initiative and as part of a team.
12. A creative and practical approach to the preparation of learning materials.

13. Understanding of and committed to inclusion & equality in the workplace.
14. Awareness of protocols required for dealing with protected characteristics covered by equality legislation.
15. Ability to work flexibly.

Creativity and Innovation

Creativity and innovation are the core components of this post. Creating an excellent E-Learning environment by liaising with and advising subject matter experts. The post-holder will be responsible for creating, maintaining, and developing the virtual learning environment to ensure that user aspirations are met. Creativity will go beyond the aesthetics of information display, into the realms of imaginative solutions for a highly interactive, informative E-Learning experience including the storyboarding of VR scenarios for lesson plans and incident command assessments.

To enable creativity and innovation the post holder will:

1. Use creativity in producing and maintaining a professional Virtual Learning Environment in line with the nationally accepted SCORM standards.
2. Incident Command assessments are developed and completed in a virtual environment, the post holder will need to use creativity in the development of scenarios and be able to react to the decisions of users creatively to support risk critical assessments.
3. Support web-based branding.
4. Use new and emerging technology to deliver Learning and Development solutions and in developing options and recommendations.
5. Use creativity and their extensive knowledge of competency-based systems to investigate user problems, suggesting and implementing courses of corrective action.
6. Creativity in designing highly interactive E-Learning packages.
7. Creativity in capturing, editing, and rendering engaging multimedia content for the web.
8. Support the Service in identifying new innovative ways of challenging and pushing the current technology platform to provide a diverse Learning and Development experience, including the purchase of resources to make this happen.
9. Use creativity in producing and maintaining a professional virtual learning environment in line with the best practice.
10. Support initiatives to enhance the Virtual Learning Environment experience and e-learning solutions.
11. Use creativity in developing and implementing bespoke training programs for end-users collectively or individually.

Decision Making

Discretion

1. Responsible for ensuring the Competence Management Systems are fit for purpose, using their own discretion to ensure that they are robust and accurate whilst ensuring the system is capable of producing accurate and timely reports that meet the needs of senior management.
2. Based on their knowledge and experience the postholder will need to use their own discretion with regard to the design and functions of the competence management systems.
3. With regard to the development of eLearning materials the postholder will have decision making responsibility for the design and governance of eLearning modules, lesson plans and scenarios.
4. Regularly uses discretion to balance resources against the needs of the service; including establishing tasks and monitoring the workflow of the support staff the post manages.
5. Incident Command assessments are developed and completed in a virtual environment, the post holder will need to use discretion to support the development of scenarios and the decisions of users during assessments.
6. The postholder will have decision making to an agreed limit for the purchase of some products/tools in relation to competence management and e-learning development.

Consequences

7. The consequences are linked to the ability of the service to accurately monitor the competency of staff, which could have a significant impact on the ability to safely mobilise resources at operational incidents, whilst having a direct impact on knowledge transfer.
8. The consequences are also linked to the ability of the service to mitigate risk and ultimately to provide evidence to defend itself in a court of law.
9. The Competence Management System is a risk critical tool for the use of all staff, it is vitally important that the design and functionality is fit for purpose and meets both service user and service requirements.
10. Having the responsibility for the design governance of e-learning is extremely important to ensure that all HFRS materials are delivered to the required standard – this responsibility may bring them into conflict with authors/subject matter experts at all levels within the service.
11. Incident Command assessments can be highly pressurised for the candidate/user, the consequence of failing an assessment can affect the availability of risk critical resources and have personal impact on the candidate/user, how the postholder reacts to the decisions made during assessments can have a detrimental impact on the outcome of an assessment – this requires a high level of individual judgement and knowledge of the system.

Contacts and Relationships

The post holder will need to maintain and develop an extensive range of internal contacts at all levels within the organisation and will need to maintain relationships during pressurised situations – this will include providing decisions, direction, advice and support to more senior members of staff.

The complexity of the relationship will be demonstrated by working closely with end-users to meet both their requirements, whilst maintaining strict internal governance guidelines and meeting service need.

The post holder will:

1. For e-learning development - require the resilience and ability to make decisions to maintain governance and meet service needs which don't always meet with the authors original wishes. The post holder will have final decision making with regard to the design of e-learning materials, this may bring them into conflict with more senior members of staff.
2. Collaborate with other sections within the service to identify issues and provide specialist ICT & multimedia support which will range in complexity (simple to extremely difficult).
3. On occasions that the postholder is involved in Incident Command assessments, they will contribute towards of the assessment decision process, this may bring them into conflict with candidates.
4. Collaborate with other Fire and Rescue services to identify improvements to software packages.

5. Undertake liaison with the ICT Team concerning technical matters involving training software/hardware as necessary.
6. Collaborate with other Fire and Rescue services to identify improvements to software packages.
7. Working with external partners or providers, be able to assess areas of service need and have the responsibility to take necessary action to resolve problems.

Responsibility for Resources

1. High specification computer, bespoke software, and digital imaging equipment.

WORK ENVIRONMENT

Work Demands

The post holder will be expected to work to tight deadlines and have discretion in making decisions and prioritising their workstreams on a day-to-day basis. Support work will be subject to changes in direction, emphasis, and delivery. Deadlines will include a degree of external linkage, so will not easily be changed. On a day-to-day basis, there will be a requirement to address support issues including some supervisory activities that may require the post holder to change from their existing time-dependent activity.

Physical Demands

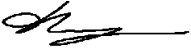
Work requiring normal physical effort.

Working Conditions

Work is normally performed in a heated, lit, and ventilated indoor environment which could be at their normal place of work or another site.

Work Context

Due to the nature of the role, work involves minimum risk to personal safety or injury, illness, or health problems arising from the environment.

	<u>Signature</u>	<u>Designation</u>	<u>Date</u>
PREPARED BY:			
CONFIRMED BY: WM Turner 696		L+D Manager	09/01/23
RECEIVED BY:		Postholder	

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.