



Cheshire
Fire & Rescue Service

JOB DESCRIPTION

Job Title	Training and Learning Systems Administrator
Post Number	HO16
Location	Sadler Road
Grade/Role	Scale 6
Special Allowances	None
Special Conditions	None
Responsible to	Operational Training & Learning Manager

JOB PURPOSE

Responsible for the day-to-day management, quality control and future development of the service's E-Learning platform (LearnPro) and training records system (PDRPro). Take steps to ensure both applications interface with other systems across the Service as required.

Responsible for the sourcing, or curation of high-quality operational E-Learning content and collaborate with subject matter experts to develop new modules. Incorporate best practice learning theory and current trends while ensuring the accuracy and relevance of learning content. Evaluate the effectiveness and relevance to support Service training programmes.

PRINCIPAL RESPONSIBILITIES

1. Develop, test, maintain and validate software applications to ensure that accurate and up to date information is available for monitoring, planning and administrative purposes to improve Service Delivery.
2. Prepare and analyse statistical and narrative reports, including performance-monitoring information to support management decision-making processes and to report departmental outputs.
3. Maintain and control the security of data within the systems to ensure compliance with the Data Protection Act and other relevant legislation to minimise risks to the organisation. Maintain user accounts to ensure the security and integrity of the system.
4. Maintain partnership and collaborative working arrangements with regional and national Fire and Rescue Services in relation to PDRPro and LearnPro. Attend regional and national systems user group meetings and represent Cheshire Fire and Rescue Service as required.
5. Respond to changing organisational needs and requirements in liaison with all

CFRS departments. Provide advice and guidance on how the systems may be, further developed to ensure that future organisational requirements are met. Work with stakeholders to draft business cases and specification documents where improvements are required.

6. Provide quality assurance of development and maintenance work completed by software providers ensuring satisfactory completion by completing extensive user acceptance testing and ensuring robust recording and tracking processes are in place to report and resolve issues with external providers prior to signing off installations and upgrades.
7. Make changes to business processes, which may add value, intelligence or increase efficiency and ensure that any process or system changes are not counterintuitive to other systems.
8. Undertake annual reviews of all content on both systems, liaising with all relevant departments to ensure the tasks and objectives within the Service Training Forecast (STF), E-Learning modules, SOPs, proficiencies and equipment are valid and current to ensure operational competence of our Firefighters.
9. Develop and deliver training packages to equip staff with the necessary skills and knowledge required to assist end users, which occasionally requires 'out of hours' working to meet the needs for all Wholetime and On Call staff.
10. Provide an IT support to all users of PDRPro and LearnPro including fault finding, diagnosing and fixing. Investigate and resolve application functionality related issues and provide first level support and troubleshooting.
11. Undertake the deletion and archiving of system records as appropriate in accordance with related procedures in order to ensure the security and integrity of the system and effective record management.
12. Ensure all E-Learning module content design follows clear design principles and is user-focussed, clear, inclusive and accessible using a range of engaging formats such as videos and simulations.

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance

To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. Specifically:

- Being Inclusive

By acting fairly with integrity and respect and without prejudice.

- Doing the right thing

By holding each other to account for ensuring high standards of professionalism in everything we do.

- Acting with compassion

By being understanding and offering to help each other and to our communities with warmth, patience and kindness.

- Making a Difference

By making an impact in our organisation and in our communities in whatever way we can for as many people as we can.

- NFCC Code of Ethics

Putting our communities first

Integrity

Dignity and respect

Leadership

Equality, Diversity and Inclusion

Equality and Diversity

To promote, adhere to and implement the Service's Equality and Diversity Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Health and Safety

To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.

To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

Environment

To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B.

Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

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2	December 2016	KH/JL
3	November 2017	LS
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PERSON SPECIFICATION

Job Title: Training and Learning Systems Administrator

CRITERIA	ESSENTIAL	DESIRABLE
<p><u>QUALIFICATIONS</u></p>		<p>Degree level with at least one-year's experience in a technical role</p> <p>Level 3 Award in Education and Training (or equivalent)</p> <p>Introduction to Project Management</p>
<p><u>EXPERIENCE</u></p>	<p>Experience of working within a busy office environment</p> <p>Experience of using computerised packages such as Word, Excel, PowerPoint and relevant databases in order to work effectively and deliver the objectives of the post</p> <p>Experience of coaching and training others on the use of systems with a view to improve efficiency and performance</p> <p>Experience of analysing, interpreting and evaluating information, drawing conclusions and making recommendations from findings</p> <p>Experience of generating statistical and narrative reports to assist managers with key business decisions</p> <p>Experience of responding independently to unexpected problems</p>	<p>Experience in a relevant systems administration role</p> <p>Experience with multimedia software, video editing tools or graphic design software</p> <p>Experience in instructional design, rapid e-learning development authoring tools and learning management systems e.g. Adobe, Articulate, vYond, LAB Advanced training at an Intermediate level as a minimum</p> <p>An appreciation of networks, PC configuration, software development techniques</p>

<u>SKILLS & ABILITIES</u>	<p>Strong organisational skills and time management skills. Ability to plan and achieve deadlines whilst maintaining a strong attention to accuracy and detail</p> <p>Effective communication and interpersonal skills with the ability collaborate effectively with a variety of audiences including management and external software providers</p> <p>Able to be creative and identify ways to enhance learner experience through technology</p> <p>Ability to solve problems and escalate when necessary</p> <p>Ability to work without close supervision</p>	<p>Project management skills including the ability to management multiple projects and deadlines effectively</p>
<u>KNOWLEDGE</u>	<p>Knowledge and understanding of data protection and freedom of information legislation</p> <p>Knowledge and understanding of health and safety legislation</p> <p>Considerable working knowledge and understanding of 'cloud-based' systems</p>	<p>Knowledge and understanding of Business Continuity processes</p>
<u>WORKING CONDITIONS</u>	<p>Prepared to represent CFRS, its core values and code of ethics at all times</p> <p>Occasional evening work</p> <p>Willingness and ability to travel across county and work at other sites as required</p>	<p>Understanding of working within a local authority organisation</p>