JOB DESCRIPTION

Job Title	Organisational Learning Facilitator
Reports to	Station Manager – Organisational Learning and Assurance
Reporting staff	None

Job Purpose

To support and enhance operational and organisational learning across the Service.

Will include the requirement to manage and support processes across the Service that gather, analyse and manage learning across the Service to support a culture of continuous improvement and transparency.

The role will involve supporting the Station Manager – Operational Learning and working closely with Operational crews, other Service stakeholders and external stakeholders (including other Fire and Rescue Services and the National Fire Chiefs Council (NFCC)) to achieve the desired outputs for the Service.

To provide support and guidance on the use of Operational Effectiveness Database (OED) to promote its use and benefits and ensure that processes and outcomes are communicated effectively.

Work closely with the ICT department to ensure that development and ongoing maintenance of the OED is delivered.

Generic Responsibilities/Job Family

Specialist

To provide expert knowledge, advice and support to others within the Service or to external parties regarding the Service and to ensure the provision of Specialist services in line with Service needs

To establish, implement and maintain effective procedures and administrative systems including day-to-day financial administration and contributing to administrative planning for the function

To represent the department/function at meetings and act as Service representative for initiatives as required

To undertake project tasks or more specialised administrative work relating to the specific function or department

To manage the collection, maintenance and integrity of data within Service systems and ensure the timely and accurate provision of information

	Specific Job Responsibilities
1	Supporting the process of managing operational/organisational learning through the Operational Effectiveness Database system
2	Reviewing and analysing information submitted to the OED to ensure that it is managed and communicated effectively
3	Monitor trends in data and communicate to appropriate stakeholders where appropriate
4	Identify areas of improvement for further development of the OED system to help improve its effectiveness and user experience
5	Undertake user engagement to support and promote the use of the OED and gather feedback from teams / departments
6	Review and analyse nationally circulated learning and ensure that this directed into the Service appropriately
7	Support and manage the delivery of Structured debriefs across the Service to ensure proportionate and timely learning is gathered and assessed
8	Use appropriate information to produce the Operational Comms circular
9	Deliver Operational focused audits to support operational learning and provide assurance of operational processes
10	Proactively manage relationships with other FRS and other stakeholders to identify and share best practice and to identify ways of making process more effective and efficient
11	Provide cover for the Station Manager – Operational Leaning when required and be able to take on ad-hoc tasks that support Operational Learning