



JOB TITLE:	E-Learning Developer
SALARY GRADE:	Grade 7
JE REFERENCE:	A662
DIRECTORATE:	Operational Preparedness
TEAM:	Business Development Team
LOCATION OF WORK:	Training and Development Academy
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	Training Development Academy Station Manager
RESPONSIBLE FOR:	Apprentice
LEADERSHIP BEHAVIOUR LEVEL:	Leading Others

MAIN JOB PURPOSE

To create, edit and support electronic training packages for all operational and non-operational staff aligned to all staff competencies, core training competencies.

To create, edit and support electronic training packages for the National Resilience team and Commercial department for external clients.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

- Create, support and deliver remote eLearning packages for MFRS working towards strict deadlines.
- Create, support and deliver remote eLearning packages to external customers.
- Create and maintain an online training environment to contribute to the commercial departments financial model.
- Maintain the eLearning software environment for external customers and the internal eLearning training planners.
- Maintain the eLearning software environment for MFRS. Including responsibility for keeping up-to-date with emerging technologies in digital learning.
- Provide training and support to the Training & Development Academy Admin Team and other internal stakeholders to ensure that the eLearning environment is supported for internal staff.
- Analyse data and provide performance reports to ensure compliance of all staff competencies.
- Share data and performance with Senior Managers and Directors
- Liaise with internal/external stakeholders to ensure learning and business needs are being met.
- Liaise directly with application development teams to ensure the eLearning environment continues to progress and is maintained to the highest of standards.

- Liaise with other Fire and Rescue Services eLearning departments to ensure collaborative work progresses along with supporting the Operational Training Manager in the Nation Fire Chiefs Council Fire Learn environment.
- Liaise with key stakeholders for National Resilience and UK International Search & Rescue to create and maintain the eLearning platform.
- Support the Business Development Manager in the sales environment when dealing with external customers in demonstrating the effectiveness and value of the on-line, remote and direct training packages.
- Act as a key point of contact for staff, offering guidance and technical support for system related issues.
- Collaborate with subject matter experts across the service to create learning content.
- Provide first line management support to the Training and Development Academy Learning Apprentice.
- To undertake any other duties deemed suitable by the Authority commensurate with the grade

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.

Date job profile prepared / revised: Jonathan Roscoe 2025

MERSEYSIDE FIRE & RESCUE SERVICE
PERSON SPECIFICATION



**MERSEYSIDE
FIRE & RESCUE
SERVICE**

Job Title:	E-Learning Developer	Team:	Business Development Team
Salary:	Grade 7	Directorate:	Operational Preparedness
JE Reference:	A662		

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
	IOSH Qualification	D	PD
	GCSE Mathematics Grade C / Grade 4 or above	E	PD
	GCSE English Grade C Grade C / Grade 4 or above	E	PD
	Knowledge or qualification in eLearning software	E	PD
	KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
	Knowledge of I.T Packages, Microsoft, Learnpro, Zoom, Menti.	E	A & I
	Knowledge of eLearning software and creation.	E	A & I
	Experience in supervising or mentoring of employees.	D	A & I
	Experience in working in partnership with a range of diverse stakeholders internally and externally.	E	A & I
	Experience of managing within an office environment		
	Experience of building eLearning packages.	E	A & I
	Experience in the use of Microsoft packages – Word, PowerPoint, etc.	E	A & I
	Experience in video editing or multimedia content creation.	D	A & I
	Experience in the training environment.	D	A & I
	SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
	Good level of interpersonal skills and the ability to develop and maintain constructive working relationships with a variety of individuals, groups and stakeholders.	E	A & I
	Ability to undertake planning and to demonstrate creative problem solving	E	A & I
	The ability to positively contribute to meetings both internally and externally	E	A & I
	High level of attention to detail	E	A & I
	Excellent I.T. skills	E	A & I
	Proficient project management skills, with ability to manage multiple projects and deadlines.	D	A & I
	Excellent Communication Skills	E	A & I
	Professional in approach to internal and external stakeholders	E	A & I
	Excellent Customer Service Skills	E	A & I
	WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical standard required for the role	E	MFRS
	Standard Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the form of a standard disclosure barring service check.	E	MFRS

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will facilitate
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