

JOB PROFILE



JOB TITLE:	Commercial Training Operations Coordinator
SALARY GRADE:	Grade 8
JE REFERENCE:	A819
DIRECTORATE:	Operational Preparedness
TEAM:	Business Development Team (Commercial)
LOCATION OF WORK:	Training & Development Academy
DIRECTLY RESPONSIBLE TO:	Business Development Manager
RESPONSIBLE FOR:	Commercial Training Instructors

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

To support the effective delivery, coordination and continuous improvement of commercial activities, training programmes and events within the Commercial Department. The role will contribute to commercial growth opportunities, ensure compliance with organisational policies and procedures, and provide operational and administrative support to ensure high-quality service delivery aligned to the aims and objectives of MFRS.

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**Commercial Operations and Service Delivery**

- Support the effective delivery of commercial growth initiatives and act as a positive role model to staff and the wider community, promoting the values of MFRS.
- Identify opportunities for the Service to become involved in commercial initiatives that support the duties, aims and objectives of MFRS.
- Work collaboratively with the Management Team to ensure all human resources, equipment and course materials are in place to support commercial activity and course delivery.
- Build and maintain effective working relationships with key internal and external stakeholders to support collaborative learning and commercial initiatives.
- Represent the department, where appropriate, at relevant internal and external meetings and groups to support continuous improvement of service provision.

Training and Quality Assurance

- Support the delivery, evaluation and continuous improvement of training courses, events and associated learning materials to achieve agreed outcomes.
- Provide one-to-one feedback, coaching and guidance to learners and colleagues as required.
- Produce accurate and timely reports to support the evaluation of training programmes and recommend improvements where appropriate.
- Maintain Quality Management Systems and ensure activities operate in accordance with MF&RS policies, procedures and quality standards.
- Conduct quality audits and support the implementation of improvements identified through evaluation and review processes.

Compliance and Governance

- Ensure all activities operate within MFRS Health & Safety policies and procedures.

- Devise, review and quality assure Equality Impact Assessments and Risk Assessments.
- Ensure all commercial and training activities are compliant with relevant legislation, organisational policies and operational procedures.

Personal Responsibilities

- Take responsibility for personal performance, development, fitness and wellbeing.
- Maintain competence through continuous professional development, including the use of appropriate IT systems and attainment of relevant vocational qualifications.
- Maintain fitness to the standard required of an operational Firefighter.
- Undertake any other duties deemed appropriate by the Authority, commensurate with the grade of the post.

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

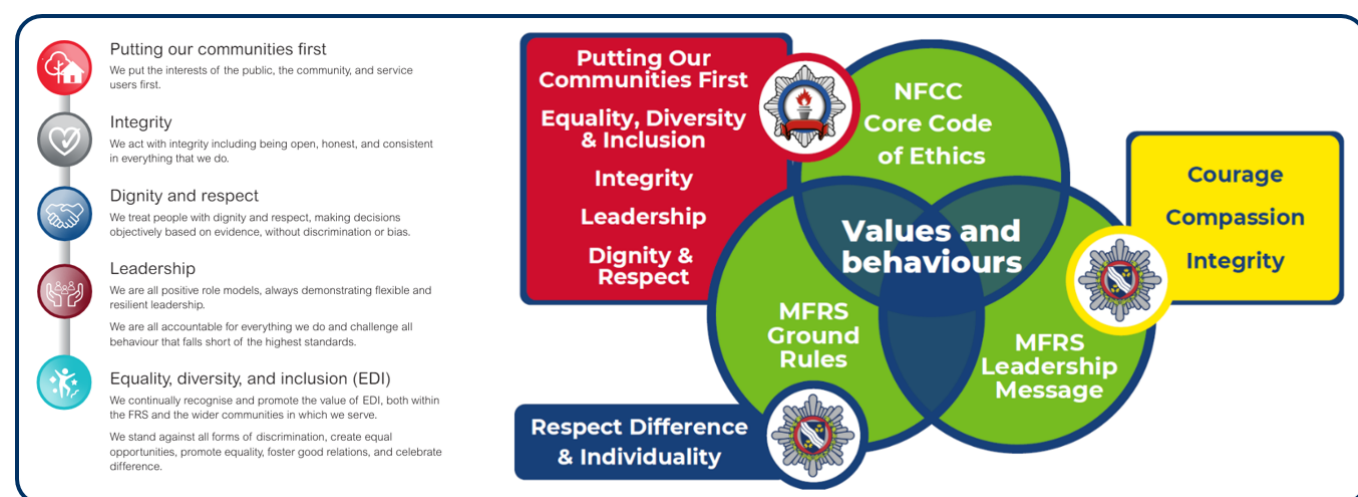
We serve with **Integrity**

- 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

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

July 2026

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



**MERSEYSIDE
FIRE & RESCUE
SERVICE**

Job Title:	Commercial Training Operations Coordinator	Team:	Business Development Team (Commercial)
Salary:	Grade 8	Directorate:	Operational Preparedness
JE Reference:	A819		

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	Qualified Firefighter or hold a NVQ Level 3 Operations in the Community.	E	A & PD
	Teaching and Assessor Qualification	E	A & PD
	Compartment Fire Behaviour Training Instructor	E	A & PD
	Breathing Apparatus Instructor	E	A & PD
	Health and Safety Qualification	E	A & PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Experience of conducting audits or quality reviews	E	A & I
	Experience of working in a similar role, devising, coordinating and delivering training programmes, cross capability joint training and training courses	E	A & I
	Experience of developing innovative practices and identifying opportunities for improvement	E	A & I
	Experience of supporting Managers in order to meet organisational needs	E	A & I
	Expert/Significant in-depth knowledge and experience of training interventions within the fire sector	E	A & I
	Experience of maintaining accurate records and procedure reports.	E	A & I
	Understanding of Health & Safety procedures and risk assessment processes	E	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Effective communication and organisational skills	E	A & I
	Competent in the use of IT systems and Microsoft Office applications	E	A & I
	Ability to work independently and as part of a team	E	A & I
	Ability to maintain operational firefighter fitness standards	E	A & I
	Confident in presenting to groups at all levels and abilities	E	A & I
	Excellent organisational and problem-solving 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 and fitness standard required for the role	E	MFRS
	Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS
	Full UK Driving Licence	E	A & PD

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