MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE

JOB TITLE:	Training Support Officer
SALARY GRADE:	Grade 5
JE REFERENCE:	A630
DIRECTORATE:	Operational Preparedness
TEAM:	Training & Development Academy (TDA)
LOCATION OF WORK:	Training & Development Academy (TDA)
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	Support Services Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself

MAIN JOB PURPOSE

To manage & facilitate operational training and provide administration support to the Support Services Manager and the Training & Development Academy (TDA) departments.

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

- Provide full administration support to include minute taking, the production of agendas for meetings, standard letters, reports, course hand-outs, course certificates, and documents using Microsoft Office & Portal applications. Data entry, maintenance and retrieval from software programs utilised within the role.
- Manage conference facilities using the Service software application (Whitespace). Liaise with all internal/external clients and provide support to customers in the setup of IT equipment in conference/classrooms.
- Take responsibility for course nominations utilising the appropriate software applications for all core and driver competency training in line with staffing availability and management of databases. This will include liaison with DVLA to obtain information to carry out licence checks.
- Manage clock cards for grey and green book staff and input onto the service staffing application accordingly and process voluntary additional hours.
- Support with the facilitation of service events (i.e. open days/recruit pass out etc)
- Assist with the administration of Organisational Development budgets. Raising orders on the e-procurement system and dealing with associated delivery notes and invoices etc.
- Oversee the financial re-charges between internal cost centres and liaise with the finance team.
- Take responsibility for overseeing the provision of high-quality Conference services with the conferencing team.
- Provision of registers and recording of attendance for training courses and manage all mailboxes in accordance with the role.
- Promotion of safety awareness throughout the Service.
- To undertake any other duties deemed suitable by the Authority commensurate with the grade.
- Attend training courses as required.

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 2025

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION

Job Title:	Training Support Officer	**Team:**	TDA

Salary:	G5	**Directorate:**	Operational Preparedness
JE Reference:	A630		

	QUALIFICATIONS & TRAINING	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	GCSE or equivalent in Maths and English.	E	PD
	Business Administration at Level 2.	D	PD
	ECDL Level 2 or equivalent.	D	PD
	KNOWLEDGE & EXPERIENCE	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	Previous experience of working in an office environment.	E	A & I
	Previous experience of working in an administrative role.	E	A & I
	Previous experience of answering incoming and making telephone calls.	E	A & I
	Previous experience of dealing with customers / visitors.	E	A & I
	Previous experience of working on reception.	D	A & I
	Use of photocopier / fax / scanner / laminator/ switchboard	D	A & I
	Experience OPS databases and Whitespace booking system	D	A & I
	Experience co ordinating operational training	D	A & I
	Experience of raising orders and invoices.	D	A & I
	Experience of processing delivery notes and invoices.	D	A & I
	Health and Safety policy and procedures.	D	A & I
	Data Protection policy and procedures.	D	A & I
	Equality and Diversity policy and procedures.	D	A & I
	SKILLS & ABILITIES	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	Good verbal and written communication skills.	E	A & I
	Excellent keyboard skills, processing documents e.g. letters, reports.	E	A & I
	Competent of using Microsoft software packages (inc. Excel, Word, PowerPoint and Outlook programs).	E	A & I
	Ability to switch on computers and projectors etc.	E	A & I
	Data entry / retrieval from electronic programs.	E	A & I
	Ability to prioritise a busy work schedule and work to strict deadlines.	E	A & I
	Problem solving skills.	E	A & I
	Ability to work in a team.	E	A & I
	Good attention to detail.	D	A & I
	Take minutes of meetings.	D	A & I
	WORK RELATED CIRCUMSTANCES	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	Be flexible to work hours to meet TDA training schedule	E	A & I
	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 in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS

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