**Job Holder:**  Training Academy Administrator

**Reports to:**  Training Academy Manager

**Grade:**

**Safety Status:**  Non-safety critical

**Date version agreed:** Dec 2018

**Job Purpose**

Provide effective day to day management of the West Midlands Trains Training Academy, enabling a professional working environment for staff and visitors at all times.

To manage the Academy’s general administration this includes interfacing with internal departments and external third-party service providers such as training supplies, catering and office resource suppliers.

Responsible for managing all arrangements and requests effectively and in a timely manner to ensure the office is always maintained to a high standard.

**Dimensions**

**Financial:** Responsible for tracking and managing office related expenditure through an inhouse finance system

**B. Staff:** None

**Principle Accountabilities**

Academy Administrative Responsibilities

* Manage the administration and preparation for WMTs Induction Programme,
* Liaise across the business arrange training programmes, ensure training schedules, course availability, joining instructions are communicated, guest speakers, catering and merchandising are organised to ensure the effectively running of each course
* Manage the pre and post administrative requirements for the all training programmes
* Manage pre and post record keeping and reporting of all training programmes to internal and external stakeholders.
* Manage the invoice and purchase order process (e finance) for office spend and ensure all training costs are submitted and approved in a timely manner.
* Maintain accurate records of training requests, proposed courses requirements, track training delivery and report back on forthcoming training needs across the business.
* Liaise with external contactors to arrange appropriate training programmers which fits within the business timescales.
* Ensure all external providers are supplied with appropriate training material to enable effective running of courses.
* Ensure post course documentation is recorded and reported on in line with Operations and Industry Standards and filed appropriately.

Office Administration

* Assume first point of contact for access and egress of all visitors, contractors, suppliers to Academy suite.
* Manage security access procedures to building for all visitors.
* Maintain a professional working environment and communal area for Staff and Visitors.
* Liaise with premises managers to arrange regular building maintenance and repairs and communicates on all community issues.
* Manage external contractors’ visits, deliveries, maintenance.
* Manage Academy room booking process, communicating bookings to external and internal stakeholders.
* Communicate office related policies and key messages to the Academy as required
* Ensure that excellent customer service is provided to all our customers (internal and external) at all times
* Deal with all enquiries efficiently, or escalate in a timely manner
* Ensure key messages are communicated throughout Academy as and when required

Stock control and third-party management

* Interface with third party service providers
* Manage stock control, ordering, storage and distribution for departments stationary, legislative documentation, PPE, equipment, WMTL branded merchandising.
* Manage WMT delivery and collection process for uniforms at the Academy

Health & Safety

* Act as the point of contact with the safety team for health and safety arrangements
* Ensuring that the office health and safety procedures are in place and respected at all times.
* Liaise with Property Department to arrange annual fire extinguisher checks, PAT Testing, Emergency Light testing visits and ensure any faults are reported in a timely manner

**Relationships**

**Purpose, nature:** Ensuring smooth and professional running of the Academy office and administrative functions.

Regular contact with Academy based staff and external service providers

**Frequency:** Daily

**Means of contact:** Regular face to face communication with visitors and HQ staff as well as via telephone and email.

1. **Person specification**

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| --- | --- | --- |
|  | **Essential**  | **Desirable**  |
| **Abilities -** skills and aptitudesrequired | * Previous experience of working within a training administrative environment.
* Proven success of coordinating training programmes.
* Proven ability to communicate effectively with internal and external stakeholders at all levels.
* Previous office administration experience.
* Knowledge of clerical practices and procedures.
* Excellent customer services skills and customer focused attitude.
* Excellent command of English and strong communication skills, both written and verbal
* Highly organised.
* Proactive approach.
* The ability to work effectively as part of a team
* Excellent administration skills.
* Firm working knowledge of Microsoft Office.
* Familiarity with business software such as, Condeco booking system.
* Knowledge of WMT eFinance systems.
* Sound knowledge of WMT SharePoint.
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| **General intelligence:** experience & knowledge capabilities | * The ability to work accurately, with attention to detail.
* Motivated & enthusiastic.
* Highly professional.
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| **Personal circumstances/wellbeing requirements:** e.g. | * Adaptable to changing requirements.
* Flexible to changing demands and able to travel and work additional hours if the business requires
 |  |

**Sign off**

**Job Holder:……………………………………………….. Date:………………..**

**Manager:………………………………………………….. Date:………………..**

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
	1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
	2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

 List meetings here

**☐ None apply**

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.
1. **Employee training**
	1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
	1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
	1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
	2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
	1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
	2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
	3. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
	1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
	2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
	3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
	1. You must ensure that you attend regular briefings which cover safety and environmental issues.
	2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
	1. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
	2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
	1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
	1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
	2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
	3. You must understand and comply with the standard for Control of Asbestos.
	4. You must understand and comply with company standards for management of cases of occupational ill health.
	5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
	1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
	2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
	1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
	2. You must understand and comply with the company standard for managing contractors.
12. **Environment**
	1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

## Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

## Review

This statement will be reviewed annually.

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| --- | --- | --- | --- | --- | --- | --- |
| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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