

**Job Holder: Fleet Training & Competence Manager**

**Reports to: Fleet Continuous Improvement Manager**

**Grade: PM2**

**Safety Status: Non-Safety Critical**

**Date version agreed: 23<sup>rd</sup> February 2021**

## 1. Job Purpose

This role will provide both the strategic direction of Training and Competence within Fleet and lead any skills and qualification programmes. Providing the development and delivery of skills and competence across Fleet to continuously improve the capability of all our colleagues. The role will interface with all levels across Fleet, developing solutions to improve learning opportunities for all. The role will also work closely with the WMT Learning and Development team ensuring that the skills and behavioural elements of all training are aligned across the business.

To provide a training and assessment service to ensure all Engineering Apprentices are developed and consistently deliver to the standard required by the relevant apprenticeship qualification awarding body.

Assist the Fleet Continuous Improvement Manager as and when required, deputise for the Fleet Continuous Improvement Manager as and when required.

## 2. Safety Details

<b>A.</b> This job requires <b>Security Clearance</b> (e.g. Running of Special Trains)	<b>N</b>
<b>B.</b> The job holder is required to hold a relevant <b>Track Safety</b> competence (e.g. PTS)	<b>Y</b>
<b>C.</b> This is a <b>Safety Critical Work Post</b>	<b>N</b>
<b>D.</b> This is a Key Safety Post	<b>N</b>
<b>E.</b> Reference to this job is included in the company <b>Safety Certification</b> documents	<b>Y</b>
<b>F.</b> This job <b>Manages Employees</b> (undertakes specific tasks indicated in the occupational & operational standards manuals)	<b>Y</b>
<b>G.</b> This job <b>Manages Locations</b> (undertakes specific tasks as indicated in the occupational and operational standards manuals)	<b>N</b>

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### 3. Dimensions

#### A. Financial:

Budget owner for West Midlands Trains Fleet Training budget, as authorised by the Fleet Continuous Improvement Manager

#### B. Staff:

Responsible for all Technical Trainers/Assessors within the West Midlands Trains Fleet organisation

#### C. Others:

None

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### 4. Principal Accountabilities

1. Deliver outstanding leadership to ensure the safety and wellbeing of all colleagues, visitors, and contractors, through excellent leadership, communication, processes and procedures
2. Lead and drive a safety culture and behavioural change, seeking to improve staff safety and engagement
3. Monitor compliance to competency, highlighting to Depot Managers where colleagues have lapsed or are expiring, and corrective action is required. This must be done through periodic training review meetings. Emphasis is on depot safety courses and occupational competence for role
4. Conduct regular Training Needs Analysis (TNA) through period training review meetings. Identify and/or create suitable training courses/packages from to be delivered by internal or external suppliers in line with the TNA, working with the Depot Managers to fulfil their requirements. Support local managers in the creation of any development plans for colleagues, where development is identified
5. Co-ordinate and administer the Competence Management System (CMS), used in Fleet. Co-ordinate and manage the scheduling of any training sessions for Fleet and ensure it is visible
6. Support with the recruitment of new entrants by undertaking the Part One of the induction process and assist in review of demonstration of competence. The new entrant process within Fleet is owned by the Training & Competence Manager
7. Co-ordinate the Fleet Apprentices, providing leadership and support to Apprentices. Plan and lead the annual Fleet Apprentice Awards ceremony
8. Monitor training programmes for effectiveness and ensure training facilities are suitable. Monitor and produce Key Performance Indicators on attendance of training courses for each Depot Manager to action
9. Act as Internal Quality Assurance (IQA)
10. Champion continuous improvement activities to improve quality and efficiencies relating to train maintenance, depot operations and presentation activities. Ensure the sharing of best practice

11. Formulate the annual Fleet Training budget and ensure control of all costs are within budget and all aspects of revenue are explored and met
  12. Control all staff costs for which you are responsible
  13. Undertake any Planned General Inspections/Safety Tours as required
  14. Develop, build, and lead the relationship with CAF to ensure all TSSSA training obligations are fully satisfied and Class 196 train performance targets are consistently delivered, through well trained and competent staff
  15. Assume responsibility for sickness, attendance, and disciplinary policy within the team. Undertake disciplinary investigations as required
  16. The undertaking of other activities as directed by the Fleet Continuous Improvement Manager to support the delivery of West Midlands Trains objectives
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## 5. Context

### **A: Operating Environment:**

This role will consist of working some out of hours shifts, maintaining a presence across all West Midlands Trains Depots and Carriage Sidings, interacting with all graders of staff

### **B: Framework and Boundaries:**

As set in objectives by the Fleet Continuous Improvement Manager

### **C: Organisation:**

Refer to organisation chart

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## 6. Relationships

### **A: Reporting lines:**

Fleet Continuous Improvement Manager

### **B: Other Contacts:**

Technical Trainer/Assessors, Apprentices, Depot/Outstation Managers, other members of the Fleet Production Senior Team, All staff involved in CMS, reports as per the organisation charts, Team Leaders, Safety Team, Human Resources

### **C: Outside the Company:**

RSSB, relevant College, External Audit Bodies, ROSCO's, Service Suppliers, CAF

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## 7. Knowledge and Experience

A minimum of 5 years knowledge and experience working in engineering training is essential. A particular emphasis on railway engineering is desirable

Experience of leading a team, demonstrating strong and effective people management is essential for the role

Possess Train the Trainer or PTLLS

DTLLS is desirable

Possess CAVA or TAQA (Assessor Awards). Possession of an A1 Assessor Award can be converted

Possess C&G 7331 Trainer Techniques Qualification

Learning & Development QCF

Possess Internal Quality Assurance (IQA) qualification

Possess IOSH Managing Safely or NEBOSH National General Certificate (Preferred)

Excellent analytical skills

Excellent communicational skills, both written and non-written

Excellent IT skills

An Engineering or Technical Qualification is essential for the role, ideally at HND level

Knowledge and use of Health, Safety & Environmental legislative is essential for the role

### **Minimum Training required for the role**

- West Midlands Railway employee induction
  - Personal Track Safety
  - Rules and regulations training
  - COSHH regulations and manual handling training
  - Local induction
  - Accident & Incident Investigation
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### **8. Job Challenge(s):**

Managing and leading training across a diverse range of technical and non-technical training, across multiple disciplines and locations.

Maintaining a balance between training needs and release of colleagues.

Ensure that all competence is managed and accurately recorded through the company CMS and Assessors discharge their duties effectively.

Freedom to develop training in the best possible way, consistent with company policy, to achieve the business objectives and the objectives laid down by the Engineering Director.

Responsible for delivering the Training budget agreed with the Engineering Director and Head of Production.

Authority to stop processes that contravene accepted health and safety standards or defined technical standards.

Ability to think laterally and identify opportunities for change and to translate strategic plans into projects that can give ownership at relevant level of organisation.

Ability to apply problem solving skills and analytical techniques to a wide range of technical, people and system problems to identify opportunities to improve performance.

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## 9. Additional Information

None

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## 10. Sign off

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

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

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## Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of Nominated Deputy:** .....

**Name of Nominated Deputy:** .....

**Signature of Nominated Deputy:** .....

**Date:** .....

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies, they should sign further copies of this Job Description.