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| Job Title: | | Operations Training Manager | | Location: | | Kirkdale |
| Department: | | Operations | | Reports to: | | Operations Manager |
| HR Contact: | | Learning and Development Manager/ HR Business Partner | | Financial Accountability: | | N/A |
| People Responsibility: | | NA | | Is this role safety critical? | | Yes |
| Does the role have a dedicated deputy? | | No | | Name if Yes | | N/A |
| Select the management level: | | Frontline Manager | | | | |
| 1. Context of the Role: | | | | | | |
| Purpose of the job  Reporting to the Operations Manager, providing expert advice and supporting a range of learning and development services which will equip Operational trainees in the necessary skills and expertise that will enable them to realise their potential and play a key role in delivering Merseyrail’s Operational and Customer service business goals, including NTS. Support the Operations Manager and the HOCST in the production and delivery of Operational and customer service training, briefing and annual refresher training for staff. In addition, assist in the assessment of train drivers when required/ and if available, as directed by the Operations Manager.  Job accountability   * Support the Operations Manager and the HOCST with innovative industry leading training for Train Drivers and Guards incorporating industry best practice. * Understand the learning and development needs of the Operations function and actively contribute to their resolution. Leading the development and implementation of new and existing initiatives to drive operational safety and performance, working in partnership with the Learning and Development Manager. * Undertake ongoing evaluation of all operational training and briefing activity within the function and provide reports and recommendations to continually improve training and briefing. | | | | | | |
| 1. Role Essentials | | | | | | |
| Decision making authority   * Decide in liaison with the Operations manager and the HOCST, training requirements and delivery timeframes of all training courses that have been planned in and those that are additional to the annual plan. * Decide the level of training equipment required to ensure that Drivers and Guards have the most up to date training facilities and equipment available to enhance the training experience. * Arrange best practice visits by yourself with other training managers in the industry and build professional working relationships.   most challenging/difficult part of the job   * Ensure that training courses are continually updated following changes to the rule book, regulatory requirements and industry best practice. * The number of trainees passing their respective courses does not decrease. * Liaise with the relevant line manager of any trainee that is performing below the level required to pass the respective course work with the line manager to create an action plan to ensure that the trainee is given the opportunity to reach the required standard.   principle accountabilities   * Ensure sufficient resources are available to run training courses. * Ensure all paperwork associated with Driver and Guards training is marked and retained on the personal file of each trainee. * Ensure all staff in area of responsibility during training are supervised and managed safely and safe systems of work are arranged if training on the sidings. * Training courses are reviewed and amended following rule book update, regulatory changes and industry best practice. * Provide HR with the details and application forms for Driver licensing forms and certificates * Produce and deliver the annual driver and guard day release courses * Design and produce 5 Safety briefings per year incorporating topical incidents and issues from Merseyrail and the national network. * Produce design and deliver the annual days training for Drivers that act as Guards * Deliver NTS training and embed in all training courses that are produced and delivered. * In conjunction with the Trains Management team, identify new or additional competency requirements based on industry best practice, review and maintain procedures which continually monitor change in those requirements and any training needs associated with them. * Working with the Operations Manager and the HOCST, ensure that annual training and briefing plans are in place, and are reviewed and evaluated at the start of each year. * Assist in the assessment of Train Drivers, workload permitting and if necessary and produce ad hoc briefings and notices as required.   KEY SAFETY ACCOUNTABILITY  Safety is everyone’s responsibility within Merseyrail. You are responsible for your safety and the safety of others such as colleague’s and passengers. As an employee you’re expected to understand and apply our safety values and ensure they are visible in all you do.  experience, knowledge, qualifications and training   * Fully qualified and trained Train Driver with a good operational safety record. * Interpersonal and relationship building skills, with excellent communication skills and the ability to understand the most appropriate communication tool within any given situation. * Experience of designing and delivering training. * Experience of using diagnostic tools, eg, GAP analysis, Training Needs Analysis, Skills Audit, SWOT analysis etc. * Ability to build personal credibility by demonstrating the organisation’s values, building trust with partners in the organisation and proactively contributing to organisational success. * PTLLS course (Preparing to teach in the lifelong learning sector * NVQ A1 assessor course * IT literate to a high standard | | | | | | |
| 1. BEHAVIOUR ESSENTIALS   **Please refer to “Your PDR Discussion Employee Guide” for further detail on “what good looks like” for this Grade level.** | | | | | | |
| Values and Behaviours | | | How will I be measured? | | | |
| genuine   * Welcoming * Build trust and respect * Consistent and honest * Understands the customer * Respectful * Straight forward | | | * Measures performance clearly and transparently when delivering training and assessments. * Friendly, warm and engaging creating a relaxed environment in the classroom and during assessments. * Treats all trainees and colleagues equally and consistently. | | | |
| Professional   * Solution orientated * Accountable * Delivering to promises * Make things hassle free | | | * Ensures that training is constantly updated and incorporates industry best practice. * Intervenes when required during training and assessment, if area of need is identified. * Communications are unambiguous clear and easy to understand. | | | |
| proactive   * Innovative * Trust our people to deliver * Embrace change * Decisive | | | * Manages training budget responsibly, ensuring maximum efficiencies are applied consistently within the training budget. * Works well with others to ensure operations training function is working in alignment with Learning and Development. * Proactively engages with industry and sister companies to constantly up date and innovate to ensure operational and customer service training is industry leading. | | | |
| inclusive   * Connected thinking * Stakeholder management * Promoting diversity * Enabling our people to excel | | | * Works collaboratively with others to ensure a consistent approach in line with our values. * Networks with relevant organisations and stakeholders outside Merseyrail to maximize influence in the industry and gain best practice knowledge from others. * Identify staff who want to be developed and opportunities for meaningful development are available to them in order to allow them to excel in the business with consideration to future succession planning in operations. | | | |
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