

## Training Officer (Level 2) – Grade 9

### Job purpose:

The Schools Facilities Management Service provides high quality services to customers in approx. 400 locations across our business portfolio. This includes the provision of a catering service to schools and other commercial premises, routine and specialist caretaking and cleaning services. The Training Officer is responsible for the creation, planning and delivery of training and development activities to service staff. The service is continually improving therefore the Training Officer is required to develop, with the support of the management teams, training activity to facilitate this improvement. The post holder is supported by a Mobile Trainer and can access the services of the Corporate Learning and Development Unit and other providers to support training development and provision.

Responsible to – Catering Operations Manager

### Key areas of responsibility:

Working with service managers, you will ensure that the training needs of groups of staff and individuals are identified, to ensure the continuous improvement of employees and the business. This will require the development and implementation of appropriate and effective training activities to meet identified needs.

Researching and implementing alternative training strategies to overcome training problems. Working with the Council Learning and Development Unit and other training providers to secure the most appropriate training courses and interventions.

Managing the delivery of the Services' internal training programme to, a predominantly, front-line dispersed workforce including New Starter Inductions, Health & Safety and Basic Food Hygiene. Ensures that accurate and complete records are maintained and are consistent with legislation, policies and procedures.

You will ensure mechanisms are in place for the gathering of feedback from participants on the relevance of their training experience and the extent to which individuals have met their learning objectives. You will also implement and maintain appropriate evaluation mechanisms to ensure the continued monitoring of the training programme.

You will be required to produce management reports on training delivered, training outstanding and other training issues that may be required; along with contributing to the creation of the Service Strategy and Annual Training Plans.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding.

## Decisions

You will ensure all the outcomes you deliver ensure the service areas are compliant with legislation and best practice. You will identify areas of change/risk and ensure appropriate training is identified, planned, delivered and recorded accordingly.

You will be expected to carry out your duties in line with the Services and Council's policies, procedures along with all relevant legislation. Please see your responsibilities related to [safeguarding](#).

## Resources – financial & equipment:

Having responsibility for the management of the training administration you will need to ensure this function is carried out effectively. You will demonstrate flexibility and creativity in your approach to delivering your outcomes; ensuring that your responsibilities are delivered within a context of value for money, maximising the benefit to service areas within the resources available and ensuring effective management of the training costs against an allocated budget.

You will be responsible for IT equipment, being provided with a laptop for your use.

## Work environment – work demands, physical demands, working conditions and work context

### **Work demands**

Whilst your manager will provide guidance and timescales you will mostly work independently, using your own initiative to ensure timescales are achieved.

### **Physical demands**

You will work mostly office based, utilising computer software applications. You will, on occasions, work in a training environment, delivering training for up to approx. 30 delegates.

### **Working conditions**

Office environment

Regular working hours and patterns; although occasionally you will be asked to work flexibly to meet the needs of the service.

### **Work context**

Office environment with occasional training/classroom settings

Regular working hours and patterns; although occasionally you will be asked to work flexibly to meet the needs of the service.

You will occasionally work in a school environment therefore you will be required to actively support the Council's responsibility to Safeguarding.

## Knowledge, experience and skills:

E/D

E = Essential

D = Desirable

\*indicates shortlisting criterion

Knowledge of school facility management operational practices.

E\*

Understanding of and experience of using IT systems.

E\*

Experience of developing and delivering training courses.

E\*

Understanding of Health & Safety, Food Hygiene and Allergen legislation relative to catering.

E\*

Knowledge of health & safety statutory requirements in relation to schools facility management.

E\*

Understanding of NVQ training courses and potential providers.

D\*

Understanding and experience of the Council's learning management systems.

D\*

## Qualifications:

# Job Profile



Level 4 Food safety qualification Level 3 food allergen management. IOSH qualification for delivering H&S training	
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## Position of job in organisation structure:

## Behaviours and expectations:

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Please read our [Behaviours and Expectations](#).

## General:

Please click [here](#) to see your responsibilities related to Safeguarding.  
DBS check required

<b>Job ID ref.</b>	<b>Last updated:</b>
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This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

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