

Job Description

Job title	Training Manager	Date: January 2024
Reports to (title)	Performance & Operational Excellence Manager	
Contract/Department	AWE	Revision 1.0
Location	Aldermaston, Berkshire	

Job purpose

Describe the overall purpose of the job in two or three sentences.

This role sits within a hard facilities management services contract, supporting a key client account in a highly regulated industry.

We are looking for an experienced Training Manager to manage a new team on our account, leading a joint and collaborative programme with our customer to deliver aspects of business and digital change successfully.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Lead the design and delivery of training primarily associated with the roll out of digital handheld technology for hard services maintenance delivery to EMCOR UK and customer personnel.
- Provide oversight on the delivery of a contract wide training strategy that supports the digital change programme, working with SME's, Instructional Designer, Training Manager, and the customer to manage the creation of content, design of delivery philosophy and implementation.
- Create a user experience that promotes EMCOR UK and our customer's approach to personnel development.
- Take complete ownership for the experience encountered by those undertaking training. Ensuring that all elements on their journey are provided to a 5-star standard.
- Ensure appropriate training of staff is identified, implemented, and recorded.
- Provide audit support regarding training records where required.
- Liaise with central EMCOR UK L&D team & AWE Training colleagues to coordinate internal courses that are offered and to manage communication of upcoming training programmes being run centrally.
- Employee training must remain compliant at all times, in accordance with legislative and industry / site-based requirements.
- Take initiative to continually improve services and good practice to EMCOR UK and customer personnel.
- Develop and maintain training process documents alongside Operational Excellence Management.
- Provide line management to the EMCOR UK account training team.
- Lead and motivate the team and agree/regularly review clear performance objectives for each team member, undertaking their annual performance review.
- Promote improvement in existing work practices through ownership and commitment.

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- Collaborate with the customer to ensure core areas of training are covered in enough detail.
- Collaborate with EMCOR UK and our customer to develop best practice principles and share knowledge beyond the account.
- Work with internal and customer stakeholders to ensure any change to process or systems does not adversely impact compliance to applicable regulations and procedures.
- Manage with a pragmatic and problem-solving approach to regulatory related matters and foster an understanding that quality arrangements are an integral part of business and operational efficiency.
- Work closely with other members of the account management team to deliver on collective business plans.
- Maintain training records in line with EMCOR UK, customer and regulatory procedures and provide monthly reporting as required.
- Provide cover for Training Instructor and Instructional Designer as required.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Manage expenditure related to internal training.
- Direct line management of:
 - o Instructional Designer
 - o Training Instructor
 - o Training Coordinator

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Previous experience of similar roles.
- A patient, resilient and "customer first" manner, being able to adapt and prioritise to provide successful outcomes.
- Excellent communication skills – both verbal and written.
- Build and maintain positive working relationships with all levels of the organisation.
- Drive for continuous improvement.
- Enthusiastic and conscientious; with a team player attitude.
- Ability to inspire, motivate and provide leadership to a group of peers.
- Commercial awareness.
- Use own initiative and take responsibility appropriate to the role of Training Manager.
- Good level of IT literacy with knowledge of Microsoft Office and the ability to learn bespoke computer systems.
- Flexible attitude, with willingness to travel where required (to other sites or training venues).

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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

<ul style="list-style-type: none"> - Working a 9 day fortnight pattern (every other Friday off). - Must be able to obtain and maintain security clearance, currently at SC level. - Must be a UK National.

Line Manager <i>Signature</i>	Performance & Operational Excellence Manager
Print Name	Performance & Operational Excellence Manager
Date	31/01/24

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	