

Job Description

Job title	Training Coordinator	Date: February 2024
Reports to (title)	Business Support Manager	
Contract/Department	Thames Water	Revision 1.0
Location	Reading, Berkshire	

Job purpose

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

This role sits within an IFM services contract for the utilities sector, the account covers a large geographical area providing Hard & Soft Service delivery.

We are looking for a Training Coordinator to join the team on our account, primarily supporting planning and coordination of training activities, delivering training to our remote teams across the regions in all aspects of Health & Safety and mandatory training courses.

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.

- Support the planning and coordination of all H&S and mandatory training activities.
- Maintain and manage the training database with the support of the team admin to ensure accurate reporting of quality and compliant data.
- Arrange training sessions with our local EUK teams both on and off site, liaising with training providers where required.
- Deliver internal EMCOR UK mandatory online (Kallidus) training courses across the regions.
- Liaise with central EMCOR UK L&D teams to coordinate courses that are offered and to manage communication of upcoming training programmes being run.
- Ensure applicable KPI's relating to training are met, through sharing of MI with operational support teams and accurate record management.
- Work with the Business Support Manager and Compliance team to maintain up to date training standards, co-ordinating update of materials as a result of regular compliance reviews.
- Assist the development, upkeep and communication of plans, project lists and any other training report or document required to support EMCOR UK and our customer.
- Manage the contract training budget.
- Provide training support to safety representatives or compliance specialists and operations personnel, when required, to ensure that procedures, instructions and records or forms are provided or easily accessed.
- Work with internal and customer stakeholders to ensure any change to process or systems does not adversely impact compliance to applicable regulations and procedures.
- Work closely with other members of the account management team to deliver on collective business plans.
- Maintain contact with the central Assurance and Compliance teams through good communication and documentation.
- Compile MI statistics for training reports as required.
- Creation of reports, forms or templates and PowerPoint presentations where required

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Resource responsibilities

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

- No direct reports
- Manage compliance of training for all staff and applicable third parties.
- Ensure outsourced training requirements are managed proactively and in-line with EMCOR UK L&D team process.

Person specification

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

- Suitable experience within a training related background.
- Experience within a similar role or transferable skills.
- 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.
- Take a thorough and organised approach with high attention to detail and accuracy.
- Drive for continuous improvement.
- Enthusiastic and conscientious; with a team player attitude.
- Use own initiative and take responsibility appropriate to the role of Training Coordinator.
- Good level of IT literacy with knowledge of Microsoft Office and the ability to learn bespoke computer systems.
- Flexible attitude, with willingness to travel to customer sites or training venues.

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.

- This role is 40 hours a week, based in Reading, Berkshire
- Must be able to travel to various customer sites as required in the TV and London area.

Line Manager <i>Signature</i>	
Print Name	
Date	

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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>	