**Job Description**

**JOB TITLE:** Fleet Training & Competence Manager

**Reports to:** Fleet Business Excellence Manager

**Grade:** PM2

**Safety Status:** Non-Safety Critical

**Date version agreed:** 15/12/2024

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 behaviour 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 Business Excellence Manager as and when required.

**2. Safety Details**

A: This role requires security clearance (for e.g. running of special trains) NO

B: This role is required to hold relevant Track Safety Competence (PTS) YES

C: This is a Safety Critical Work Post NO

D: This is a ‘Key Safety Post’ NO

E: Reference to this post is included in the Company Safety Certification documents YES

F: This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals) YES

G: This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals) NO

**3. Dimensions**

**A. Financial:**

Budget owner for West Midlands Trains Fleet Training budget, as authorised by the Fleet Business Excellence Manager

**B. Staff:**

Responsible for the following: (within the West Midlands Trains Fleet Operation)

* All Apprentices
* Technical Trainers / Assessors
* Training Co-ordinator

**4. Principal Accountabilities**

It involves overseeing an organization’s training programs and initiatives to enhance employee skills and performance.

1. Lead & Drive the Continuous Improvement Culture & Behaviours by supporting business safety program.
2. 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.
3. Identify and/or create suitable training courses/packages to be delivered by internal or external suppliers in line with the RBTNA, 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.
4. Ensuring the ‘Training Coordinator’ input data into CMS & produce report from CMS regularly, manage the scheduling of any training sessions for fleet and ensure it is visible.
5. Support with the recruitment of new entrants and assist in review qualifications competence for the role. The new entrant process within Fleet is owned by the Training & Competence Manager.
6. Providing leadership and support to Apprentices. Co-operate in the Planning of the annual Fleet Apprentice Awards ceremony
7. 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.
8. Act as Internal Quality Assurance (IQA)
9. Champion continuous improvement activities to improve quality and efficiencies relating to train maintenance, depot operations and presentation activities. Ensure the sharing of best practice.
10. Formulate the annual Fleet Training budget and ensure control of all costs are within budget and all aspects of revenue are explored and met
11. Undertake any Planned General Inspections/Safety Tours or Internal Audits as required
12. Develop, build, and lead the relationships with external stakeholders such as train manufacturers to ensure all training obligations are fully satisfied and performance targets are consistently delivered, through well trained and competent staff.
13. Responsibility for sickness, attendance, and disciplinary policy within the team. Undertake disciplinary investigations as required.
14. The undertaking of other activities as directed by the Fleet Business Excellence Manager to support the delivery of West Midlands Trains objectives.

**Key Responsibilities:**

**1. Training Strategy Development:**

   - Design and implement a comprehensive training and development strategy aligned with organizational goals.

   - Conduct needs assessments to identify skills gaps and develop appropriate training plans.

   **2. Program Design and Delivery:**

   - Develop training materials, workshops, and e-learning programs.

   - Facilitate or coordinate training sessions, workshops, and seminars.

   - Ensure the delivery methods (in-person, online, hybrid) are suitable for the organization’s needs.

   **3. Performance Evaluation:**

   - Monitor and evaluate the effectiveness of training programs by collecting feedback and assessing the impact on employee performance.

   - Adjust programs based on evaluation data to continuously improve training outcomes.

   **4. Team Management:**

   - Lead and mentor training coordinators, instructors and external trainers.

   - Oversee the management of training schedules, resources and budgets.

   **5. Stakeholder Collaboration:**

   - Work with department heads and senior leadership to align training with business objectives.

   - Coordinate with HR and other departments for employee development and succession planning.

**6. Compliance and Reporting:**

   - Ensure training programs comply with legal and industry-specific regulations.

   - Maintain accurate records of training activities, certifications and results for audits and internal reporting.

**7. Talent Development:**

   - Focus on long-term employee growth, leadership development and career path planning.

   - Implement mentorship or coaching programs for talent development.

**8. Staying Updated on Trends:**

- Keep abreast of new learning technologies, training methods, and best practices to continually enhance the training approach.

**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 stakeholders.

**B: Framework and Boundaries:**

As set in objectives by the Fleet Business Excellence Manager

**6. Relationships**

**A: Reporting lines:** Reports to Fleet Business Excellence Manager

**7. Knowledge and Experience**

* Demonstrable knowledge and experience of 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 ‘Training’ qualifications
* Possess ‘Assessor Award’. Possession of previous ‘Assessor Award’ can be converted.
* 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 HNC level
* Knowledge and application of Health, Safety & Environmental is essential for the role

**Minimum Training required for the role**

* Personal Track Safety
* COSHH regulations and manual handling training

**8. Job Challenges:**

* Managing and leading training across a diverse range of technical and non-technical training, across multiple disciplines and locations.
* 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 industry best practice, to achieve the business objectives and the objectives laid down by the Engineering Director.
* Responsible for delivering the Training budget agreed with the Fleet Business Excellence Manager.
* 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.
* Providing 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.

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed, and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed.
2. In response to an accident or incident.
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work.
2. You must co-operate on matters regarding safety and health.
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment.
4. You must follow the training you have received when using any work items your employer has given you.
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk.
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
	1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
	2. You are responsible for attending the following safety and / or environmental related meetings.
	3. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.
2. **Employee training**
	1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
3. **Planned Inspections**
	1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
4. **Accident and incident investigation**
	1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
	2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
5. **Emergency planning and Security**
	1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
	2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
6. **Rules Competencies, Permits and Licences**
	1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
	2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
	3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
7. **Communications**
	1. You must ensure that you attend regular briefings which cover safety and environmental issues.
	2. You must attend any local job induction training session on your first day at a new location.
8. **Auditing and safety Check**
	1. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
	2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
9. **Promotion of Environment & Safety Issues**
	1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
10. **Health Controls**
	1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
	2. You must understand and comply with the standard for Control of Substances Hazardous to Health (COSHH).
	3. You must understand and comply with the standard for Control of Asbestos.
	4. You must understand and comply with company standards for management of cases of occupational ill health.
	5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
11. **Personal Protective Equipment (PPE)**
	1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
	2. You will be issued with PPE on a personal basis.
12. **Purchasing, Procurement and Management of Contractors**
	1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
	2. You must understand and comply with the company standard for managing contractors.
13. **Environment**
	1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

## Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

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| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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