

<p>Role Mandate</p> <p>Job Title: Function /CFBU: Dimensions of the Reports to: Location:</p>	<p>Regional Training Co-ordinator Human Resources Co-ordination of training and compliance in conjunction with local Depot Management Operational Training Manager South of England</p>
<p>Job Summary:</p>	<p>To enhance the current and future capability of the depot teams through the design and consistent implementation of training solutions designed to drive high performance. Co-ordination of the activity of a group of Workplace Training Champions across the depot network.</p>
<p>Responsibilities:</p>	<ul style="list-style-type: none"> • Participate in the analysis of the company's training and development needs against agreed organisational goals, business and quality objectives • Facilitate Operational on-boarding, induction and job skills training for new starters and lead on the delivery of new, refresher and multi-skilling training • Support Depot Management in delivering bespoke training for individuals as a result of incident etc. as appropriate • Create and maintain highly detailed and accurate training materials, to provide high standards of training to the business, ensuring all training materials have been tested and approved before the training is delivered • Ensure all training delivered is recorded in an efficient manner providing the Operational Training Manager and individual Depot Managers with regular updates of training delivered and planned • To act as the first point of contact for training related queries within designated region/depots • In conjunction with supervisors and managers provide feedback and coaching to staff and provide individual development as needed • Maintain knowledge of developments within appropriate areas of training to enable PHD to inform the development of best fit solutions

	<p>General</p> <ul style="list-style-type: none"> • Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
Key Experience, Knowledge, Skills & Qualifications:	<p>Key Experience</p> <ul style="list-style-type: none"> • Experience of the full training cycle in an operational environment, preferably multi-site within in a Distribution/Fulfilment Centre or manufacturing environment • Experience of converting Standard Operating Procedures / Work Instructions into training materials • Experience of coaching and mentoring front line staff in a busy operational environment • Experience of developing training materials which enable easy knowledge transfer to a variety of audiences • Evidence of experience in building collaborative relationships with operational line managers and front line staff, and able to effectively communicate with and influence at these level <p>Knowledge and skills</p> <ul style="list-style-type: none"> • Able to articulate through evidence-based examples their passion for learning and development and the difference it can make. • Pace, resilience and flexibility associated with a fast paced, multi-site and complex business; • Achievement orientated and able to deliver quality within tight timescales and whilst managing multiple initiatives; • Planning, organisation and presentation skills • Well-developed influencing ability, problem-solving, and analytical skills <p>Qualifications</p> <ul style="list-style-type: none"> • Certificate in Training Practice (CTP) or equivalent work experience
Key Interfaces	<ul style="list-style-type: none"> • Operational Training Manager • Other Regional Training Co-ordinators

- Depot Management Teams and Staff
- Wider Learning and Development Team and HR colleagues

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Business Functional Lead Name: (CAPITALS) Signature:	Caroline Roddis
HR Lead Name: (CAPITALS) Signature:	Julie Fitzmaurice-Higgins

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Quality

People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement