

Job Description:   
Training Officer

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Training Officer | | | | | | | | |
| Position: | | | | Supervisor | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | L&D Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Royal Stoke University Hospital | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To effectively deliver training with a passion, and to support the growth of others | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| L&D Manager  Training Officer  Training Officer |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Fast paced working environment, compiled with ever changing priorities. * Addressing behaviors and change culture on site to provide a well-trained rounded staffing resource. * Ensure precise, effective communication on site is provided. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To implement the Statutory and Mandatory Curriculum for Sodexo on site. * To deliver Training sessions across the Sodexo business at the Royal Stoke University Hospital * Complete competency checks through observation of training * Aware of process and policy, able to enforce policy to address under performance or capability where necessary. * Increase standards and performance of staff in post * Complete department induction and review accordingly * Complete risk assessments, safe systems of work and SOP’s to assist the department * Assist with accident defence packs * Address any changes in practices and train out accordingly * Drive learning and development in yourself and others * To lead and participate within a busy environment |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Provide 100% compliance on training across the site * Complete competency checks and address any issues utilising support services and HR where found appropriate * Actively seek to improve standards through increased knowledge and awareness of staff being a subject matter expert within the cleaning department and promoting safe working practices. * Develop a culture where learning is a given |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Background in training multi discipline where possible * A methodical process driven approach with the ability to organise and prioritise own workload * Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes. * Ability to work in line with and implement policies and procedures and to address any non-compliance immediately * Excellent customer service skills * Ability to deal with difficult situations * Ability to motivate staff * Have an understanding of Microsoft office inclusive of Excel to produce reports. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | Learning & Development | Leadership & People Management | | Employee Engagement | Innovation and Change | | Brand Notoriety | Empowerment of others | |

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| 9. Management Approval – To be completed by document owner |
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