

Training and Assessment Officer

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| Department | Transport |
| Pay Grade | G5 |
| Responsible to | Partnership Training Manager |

Role Purpose

The role holder will support with the planning, delivery and evaluation of the induction and ongoing mandatory training for the operational workforce within the Recycling and Waste department to achieve the departmental objectives and meet the Council's Corporate Plan.

The role will cover all sections across the Recycling and Waste department (including litter and cleansing and commercial waste areas) as well as being responsible for delivering compliance training to other local authorities within the partnership and other third-party stakeholders when required.

Role Specific Responsibilities / Accountabilities

- To assist the Partnership Training Manager in the delivery of HOC annual training plan through training and assessments whilst championing and promoting this service.
- To assist with the development of an interactive training package and deliver and administer a training service which promotes excellence within the Local Authority. This will specialise in vehicle related subjects such as, driving assessments, manual handling, the use of reversing assistants and any other training or assessments in line with future requirements.
- To contribute to maintaining the annual training plan and ensuring that it is accurate and up to date for audit purposes.
- To carry out driving/operational related inductions and training for new and existing staff based at the Hop Oast Depot.
- To carry out driver assessments and deliver constructive feedback to ensure high standards are maintained at all times.
- To work proactively to advise and educate the advances in driving techniques and offer definitive advice to colleagues in respect of the highway code and other compliance issues such as drivers' hours.
- To assist the Partnership Training Manager by undertaking research to ensure we are following the most up to date Health and Safety guidelines.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Previous experience of customer service skills
- Able to communicate with a range of people from different backgrounds, including ethnic, social, and professional, both verbally and in writing
- Good time management and organisational skills
- Competent IT user, ability to use Microsoft Office to a good standard in particular MS PowerPoint
- Ability to deliver training to various size groups in both classroom and an online format
- Ability to identify problems and propose solutions
- Good basic standard of education
- Confident in providing feedback in a constructive manner and ability to deal with challenging situations linked to driving assessments and operational training and standards

Desirable Criteria

- Experience of working in a, training, or assessor role
- Experience in presenting and delivering training
- Driving License with LGC 'C' entitlement
- Influencing skills
- Recognised advanced driving qualification
- Recognised driver assessor qualification

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.

- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly