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| **Role Title** | Warehouse Operations Trainer | **Reports to** | Warehouse Operations Manager |
| **Business Unit** | Logistics (Site Based) | **Direct Reports** | None |
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| **PURPOSE** | | | |
| To ensure warehouse colleagues receive the required training in safe work procedures and associated equipment to fulfil their Role. Liaising with the HSE team in the development and continuous improvement of safe work procedures based on the findings of risk assessment.  Ensuring training content and records are maintained and the delivery of practical training using the approved company methodology.  Completing behavioural safety observations ensuring colleagues continue to adopt safe working practices | | | |
| **CORE ACCOUNTABILITIES** | | | |
| 1. Deliver training to Warehouse Colleagues in induction, safe work Procedures, the use of MHE and manual handling techniques ensuring correct techniques are consistently applied. 2. Coordinate and deliver New Starter induction and training for all new colleagues ensuring they receive a great welcome. 3. Conduct behavioural observations and assessments to ensure that safe working practices are being adhered to 4. Plan all refresher training for colleagues ensuring it is completed on time. 5. Maintain the training matrix with a record of all Safety and technical training planned and completed ensuring it is accurate and up to date. 6. Conduct safety observations to ensure all colleague are following the training received. 7. Deliver training in the appropriate steps to take during an emergency evacuation to all employees 8. Role model safety standards, and coach colleagues to make the right behavioural choices to ensure they put Safety first 9. Attend Health & Safety committee meetings, providing updates on planned and completed training for the previous month. 10. Assist in accident investigations as required to ensure the correct steps are taken to prevent future recurrence. 11. Actively contribute towards achieving a positive Health & Safety culture. 12. Liase with C&C Procurement for onboarding new suppliers when required 13. Where necessary travel to other sites to receive or deliver training 14. Support the operation as required during peak periods where there is less training planned/taking place | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| Reporting to the Warehouse Operations Manager in the delivery of operational training  Liaison with the HSE team in risk assessment, the development and ongoing improvement of safe work procedures and maintaining training records.  Safety observations and provision of feedback to colleagues in the implementation of safe work practices  **INTERNAL:**   * Depot Manager * Warehouse Operations Manager and Warehouse Team Managers * HSE Team * Transport Operations and Team Managers * Warehouse Operations Trainer * HR Department * Health and Safety Champion * Transport Operations Trainer and other Warehouse Trainers * C&C Procurement   **EXTERNAL:**   * MHE and operational equipment Suppliers | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **ESSENTIAL:**  Experience in warehouse operations  **PREFERRED:**  Experience in presenting to groups | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **ESSENTIAL:**  Competency in MS Office and relevant databases and software  Materials Handling Equipment Instructor (ITSSAR / RTITB or equivalent)  Manual Handling Trainer  **PREFERRED:**  Practical Trainer Qualification  QQI Level 6 Manual Handling Instructor (ROI) | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
| * Passionate about safety and making a difference * Tenacious in approach and gaining buy in on initiatives. * Experience of holding challenging conversations and achieving the desired output * Well-developed communication skills including confident presentation skills. * Excellent time management skills * Good verbal and written communication skills * Customer service oriented * Self-motivated and strong motivator of others * Ability to work as a team | | | | |