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| **Role Title** | Transport Operations Trainer | **Reports to** | Transport Operations Manager |
| **Business Unit** | Logistics  | **Direct Reports** | None |
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| **PURPOSE** |
| Responsible for conducting commercial driver assessments, identifying training requirements and delivering “On-road” and classroom-based training as required by their area of operation. Working in conjunction with regional and national fleet management colleagues to Identify other training requirements relating to key compliance metrics including tachograph infringements, Road Traffic Collisions, motoring convictions etc.Keep up to date with changing legislation in relation to our drivers and vehicles.Identify and introduce improvement opportunities locally, regionally and nationally. |
| **CORE ACCOUNTABILITIES** |
| **Key Tasks**1. Conduct driving assessments on potential new and existing company drivers
2. Conduct driving assessments on staff who have had an “At Fault” Road Traffic Collision, and advise on any retraining requirements
3. Identifying and delivering any training required as a result of driving assessments, or where appropriate escalating when a driver has failed an assessment
4. Conduct behavioural observations and assessments to ensure that safe working practices are being adhered to
5. Identify and deliver any training requirements
6. Deliver the C&C specific Driver CPC training as required
7. Vehicle familiarisation training
8. Supporting management/colleagues by carrying out vehicle spot checks before departure to ensure vehicle defect procedures are correctly adhered to
9. Completing vehicle/driver audits
10. Answer driver queries in relation to tacho rules/WTD etc
11. Deliver ‘Toolbox’ talks to ensure drivers are kept up to date with current legislation
12. Assisting in accident investigations/retrieval of camera footage etc
13. Ensure driver/vehicle standards meet company expectations
14. Any other related duties as required by the business
15. Coordinate and deliver New Starter induction and training for all new colleagues ensuring they receive a great welcome
16. Attend H&S Committee Meetings providing updates on planned, and completed training for the previous month
17. Liase with C&C Procurement for onboarding new suppliers when required
18. Maintain the training matrix with a record of all Safety and technical training planned and completed ensuring it is accurate and up to date.
19. Where necessary travel to other sites to receive or deliver training
20. Support the operation as required during peak periods where there is less training planned/taking place

**People**1. Assist with reviewing commercial driver performance through hands-on engagement and data analysis, reporting any non-compliance issues to the Transport Management team.
2. Identify employee training requirements including mandatory regulatory training.
3. Provide or arrange relevant training for all commercial drivers where required.
4. Identify continuous improvement opportunities relating to our commercial drivers.
5. Promote interaction across the transport team and other departments and colleagues.
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| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** |
| **INTERNAL:*** Depot Manager
* Operations Manager
* Fleet Compliance Team
* HSE Team
* Transport Operations and Team Managers
* Warehouse Operations Trainer
* Health and Safety Champions
* HR Department
* C&C Procurement

**EXTERNAL:*** VLO – Traffic Commissioner
* DVSA
* Vehicle Maintenance Contractors
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| **KNOWLEDGE/ EXPERIENCE/ SKILLS** |
| **ESSENTIAL:*** Strong knowledge of drivers’ hours regulations
* Strong knowledge of transport regulations and compliance requirements

**PREFERRED:** * Health and Safety basics
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|  **PROFESSIONAL QUALIFICATIONS & EDUCATION** |
| **ESSENTIAL:** * Full C+E (Class 1) HGV Licence with no points or endorsements and a minimum of 5 years ‘on the road’ experience
* Industry recognised Driver Assessor certificate/accreditation
* Up to date HGV Driver CPC and valid Digicard
* Excellent communication skills and a desire to teach others
* Tachograph Analysis Systems
* Good level of IT skills to include Microsoft office, email and PowerPoint

**PREFERRED:** * RTITB qualification or equivalent (desirable but not essential)
* Previous driver assessment/instructor experience Road Traffic Collision Training

Microlise / EPOD Experience |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** |
| * Passionate about providing a Premium service.
* Team player, Role model who leads by example and can motivate, coach, and develop team members.
* Able to manage targets and KPI’s.
* Able to solve problems and generate innovative solutions.
* Able to multi-task in a pressured environment and work to tight deadlines.
* Able to plan and organise effectively with attention to detail – methodical and logical in work style.
* Highly motivated and driven in maintaining the highest standards in quality and Health & Safety.
* Effective communication skills – able to communicate effectively at all levels with good verbal and written English.
* Must be flexible with work patterns as the role may require the post holder to work at different times of the day.
* Positive approach and completion of any reasonable task requested by the management team.
* Act in a professional manner, always following the company’s values and management principles within the department.
* Share your expertise and knowledge with the team. Offer advice, motivation and identify and address opportunities for improvement.
* Provide practical solutions to driver related challenges and take ownership of problems and deal with them effectively.
* Create and maintain a positive, safe, and productive working environment.
* Continuously review ways of improving driver safety, generating new ideas and actively implementing and promoting change.
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