

JOB DESCRIPTION

JOB TITLE:	Property Repairs Training Specialist
GRADE:	Grade 5
REPORTING TO:	Commercial & Infrastructure Manager
RESPONSIBLE FOR:	Working collaboratively with the Property Repairs Senior Management Team, Health and Safety Team, the organisation's People Team and Culture Team (specifically relating to training and development), to provide training co-ordination in accordance with best value, continuous improvement and the vision and values of believe housing.

ROLE SUMMARY

The Property Repairs Training Specialist will:

Co-ordinate the delivery of essential H&S operational training for trade operatives and technical colleagues in the Property Repairs Directorate.

Be responsible for the end-to-end process of identifying the required training, booking in training and recording and monitoring attendance. Where training has not been completed, team members must be identified and stood down from affected duties in collaboration with Team Leads.

Provide necessary standard H&S training that the Property Repairs Team require including, but not limited to, first time training, annual refreshers and inductions for new staff members.

Determine training gaps and manage risk to the business on an operational level.

Work closely with external partners and providers to deliver training courses where required.

Maintain a range of systems and Property Repairs H&S training records in the organisation's Learning Management System, producing appropriate and timely reports that meet business needs and related administration and directorate support.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your review process, the points below are a summary of your main duties and responsibilities.

- Responsible for developing and implementing the operational delivery of Property Repair's H&S and relevant technical training programmes, including the effective management of all resources required to deliver excellent services while optimising performance, cost and risk.
- Ensure appropriate focus on essential Health & Safety training.
- Develop training plans, design and develop training programs (outsourced or in-house) for all H&S Property Repairs related training and plan the delivery of training throughout the year.
- Advise on the most appropriate training delivery methods (simulations, mentoring, on the job training, professional development classes etc).
- Provide train-the-trainer sessions for internal subject matter experts.
- Conduct needs assessments and identify skills or knowledge gaps that need to be addressed within the Property Repairs Directorate.
- Develop and implement training procedural guides, manuals and induction training processes including the design of educational aids and materials, ensuring they are aligned to believe housing learning principles.
- Manage and maintain in-house training facilities and cyclical training in relation to safe operation of equipment and plant.
- Liaise with Managers, Team Lead and the health and safety team to ensure key learning points from risk assessments and toolbox talks are delivered effectively.
- Contribute to the development of a robust succession plan for property repairs staff, in collaboration with the People Team and the Culture Team.
- Engage with the culture team to develop and co-ordinate a structured training programme for the Property Repairs apprenticeship journey, ensuring that training objectives are achieved at each stage, with believe's values and behaviours embedded throughout, having due regard to funding requirements and / or apprenticeship Levy.
- Work with external bodies to gain accreditation for the training provided by believe housing and investigate sources of appropriate funding available.
- Work with internal and third-party key stakeholders to develop a strategic partnership to maximise training opportunities within the wider industry.

- Market available training opportunities to employees, customers and other external sectors, and provide necessary information.
- Working closely with the People Team and the Culture Team, assess instructional effectiveness and summarise evaluation reports determining the impact of training on employee skills and how it affects KPIs.
- Manage and report on the technical training budget.
- Maintain accurate and appropriate information and training records in line with the requirements of believe housing, our regulatory or awarding bodies (e.g. via our LMS).
- Provide regular reports on training information to the Property Repairs Senior Management Team and believe's Executive Management Team. Escalate training that is overdue/ expired to relevant colleague and internal stakeholders.
- Work collaboratively with colleagues to ensure that the Property Repairs Directorate are seen as an innovative and forward-thinking business stream.
- Comfortable in accepting ownership and responsibility with a positive 'can do' attitude.
- Ensures compliance with Health & Safety Regulations ensuring that safe working practices are not only maintained but embedded in our day-to-day operations.

TEAMWORK

- Working in a collaborative way providing support and assistance to all involved throughout the training process.
- Act as a role model for the organisation's values and culture.
- Through innovation, learning and collaboration, support and embed a culture of business improvement.
- Build and maintain effective internal and external relationships at all times.

ORGANISATION WIDE

- Live the Organisation's values and behaviours.
- Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Ensure that services fully comply with all organisational, legal and regulatory policies and procedures.

- Be responsible as a member of the Property Repairs Directorate, for the effective utilisation of Organisational assets and resources.
- To lead on managing health, safety and wellbeing in your area of responsibility in line with the relevant section(s) of the company Health and Safety Policy and in accordance with all appropriate legislation and regulations. You will also ensure these are culturally embedded within your team and adhered to at all times.
- Comply with organisational confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERFORMANCE MEASURES

Corporate Performance Scorecard
Operational KPIs
Training Records
Compliance with Legislative and Regulatory Standards
Adherence to Health and Safety Policy
H&S and Quality Audits
Delivery of allocated spend, within budget
Demonstrating corporate values, attitudes and behaviours
Customer Satisfaction
Engagement and cultural entropy scores

PERSON SPECIFICATION

Experience, Skills and Qualifications

Demonstrate previous accountability for the management of Health and Safety and successful delivery, including any relevant Health and Safety qualifications.

Educated to degree level or equivalent and / or professionally qualified in a training related discipline.

Ability to demonstrate proven experience as a trainer and facilitator of training events.

In depth knowledge of property maintenance and the built environment.

Has, or is willing to work towards, Level 5 DET (Diploma in Education and Training).



Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate).

Advanced organisational skills with the ability to handle multiple assignments.
Strong communication skills.

Good understanding of business activities including Finance, Procurement, Data, ICT, Governance, Health & Safety, People and Diversity requirements.

Interpersonal skills of listening, relationship management and emotional intelligence.

Effective use of IT and media as appropriate.

Able to prioritise to achieve realistic targets, costs and time deadlines.

Collaborative working within Property Repairs and the broader organisation.

Flexible and adaptable to the diverse needs of the organisation.