

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Training Officer	JEID	A0011
Salary Grade:	Scale G		
Team:	Enabling Services		
Service Area:	Facilities Service:Soft FM		
Primary Location:	Shire Hall,Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Facilities Management Operations Supervisor		
Responsible for:			

#### Role Purpose

To provide basic skills and key specialist training, equipment/product training, mandatory training to site based and WCC schools cleaning and caretaking staff to a British Institute of Cleaning Science (BICSc).

To monitor and evaluate all training against agreed criteria and to remain compliant with all current applicable legislations.

To oversee Health and Safety and risk assessments for Facilities Service: Soft FM staff.

To support when needed the Quality Assurance Inspections at various schools & Warwickshire County Council sites.

To maintain and update staff training records and the training matrix.

To ensure all training delivered is in line with health and safety policy and compliance.

To support managers by developing bespoke training to improve standards of cleanliness.

#### Role Responsibilities

To plan and deliver a wide range of skills training through the induction process for all new site based staff within the agreed time frame, to be compliant with current Health & Safety Legislation.

To provide Performance related refresher training for all existing Facilities Service:Soft FM staff on a rolling programme and to train staff in schools as part of the trading arm of the service.

To evaluate the progress of Facilities Service:Soft FM staff against agreed targets and skill levels.

To be responsible for providing and updating training records for all Facilities Service:Soft FM,WCC schools, academy and cleaning and caretaking staff for training services delivered.

To design and deliver modular training seminars for caretaking staff at least 3 times per year.

To be responsible for providing specific Skills training including Hygiene , Manual Handling, COSHH, Equipment, Working at Height training to WES school's and WCC cleaning staff.

To deliver and manage quarterly tool box talk on key relevant topics.

To ensure all relevant technical information, safe systems of work and methodology is up to date to comply with relevant H&S legislation including risk assessments.

To keep up to date with current trends and developments within the industry, bringing to management's attention any relevant changes appropriate to service delivery or service improvements.

To provide training as part of the traded element of the Service to any WCC School or Academy as required.

To work with external training providers to develop a training portfolio to meet Service requirements.

To support the Quality cleaning Inspection officer with Cleaning inspections and identifying training needs

To support Accident Investigations for Facilities Service: Soft FM.

To contribute to performance management issues with regard to providing re-training for cleaning , caretaker & BSS staff.

To Work with colleagues and senior managers to retrain staff as part of a quality improvement or performance monitoring process.

To undertake any other relevant task , Training as requested by the senior management.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

Basic Health & Safety knowledge & certificate (minimum)	A, D & I
Risk Assessment Training and knowledge.	A, D & I

Train the Trainer qualification must	A, D & I
COSHH Training qualification	A, D & I
BICSc Level 1 / 2	A, D & I
Manual Handling & Working at Height qualification	A, D & I
Communication and presentation Skills	A & I & T
IT Skills	A, D & T
Driving Licence	D
Working at Height / Manual Training	A, D & I

### Desirable Criteria

Assessed By:

Training NVQ – Level 3	A, D & I
Intermediate or Advanced Health & Safety certificate	A, D & I
Carpet Cleaning Training	A, D & I
BICSc Level 3 & NEBOSH Certificate.	A, D & I
Equality & Diversity	A & I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis

☐ Driving HGV or LGV for work

<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input checked="" type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input checked="" type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input checked="" type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	