

Bernicia Group Role Profile

Title: Operational Trainer

Reporting to: Head of People Development

Responsible for: N/A

Date: March 2026

Purpose

The main purpose of this role is to lead on the organisation and delivery of H&S and Compliance based training and development activities, assisting the People Development team in the planning and administration of accurate and timely training records.

Accountabilities

Operational

- Design and delivery of H&S and compliance based operational statutory, mandatory & essential role based training in line with the group training matrix
- Lead on the internal driver training programme liaising with the Fleet, Employability and People Development teams to identify and deliver effective training to all drivers for business, in line with the current risk map
- Assist in identifying training and development needs within the operational business areas
- Ensure training and development activities are effectively planned, delivered and documented in accordance with relevant statutory requirements and internal policies and processes
- Collaborate with the L&D Partner and H&S team to design and deliver effective induction programmes for new colleagues and managers
- Design and manage training material which promote a customer excellence focussed, learning and development culture and improve efficiency and consistency across the business
- Analyse and prepare training and H&S reports and statistics which demonstrate compliance and ROI across the business
- Collaborate with the H&S function to identify and report training needs and plans and keep up to date with risk requirements and business priorities

- Collaborate proactively and effectively with all customers and stakeholders to understand training and development needs and communicate solutions which provide a first class service to all colleagues
- Keep up to date with CIPD and industry best practice relating to H&S requirements and training

Strategic

- Evaluate current training programmes and courses measuring success and implementing change where required
- Collaborate with the People Development team and external providers to identify and implement innovative and engaging training solutions
- Collaborate with, and support the wider People Services team, contributing to projects in line with the People Strategy.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential/Desirable Skills & Experience

Essential criteria:	Desireable criteria:
<p>Competent trainer with a strong background and experience of designing and delivering classroom based Health & Safety training</p> <p>Able to demonstrate a creative approach to developing innovative training approaches, utilising new technologies</p> <p>Strong IT and digital skills and experience in effectively using Microsoft office, online training platforms and systems</p> <p>Experience developing, planning and evaluating training plans and initiatives</p> <p>Excellent communication, presentation and people skills with the ability to engage and influence others</p> <p>Self motivated and proactive approach with good attention to detail and record keeping</p> <p>Be a role model for our values and behaviours</p> <p>A full driving licence and have use of a vehicle for work purposes</p>	<p>Formal training or L&D qualification such as PTLLS, CertEd, CIPD, A1 Assessor award etc</p> <p>NEBOSH Certificate or equivalent</p> <p>Experience administering learning management platforms to coordinate training</p> <p>Experience using authoring tools and designing online eLearning courses</p> <p>Qualification or certificates which demonstrate the ability to train or instruct others with a range of H&S based training (i.e First Aid, Manual handling, working at height, commercial driving, TETRA etc)</p>

Signed by Post holder.....	Date
Signed by Manager	Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.

Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

