

Job Description



SNIPEF Training Services Ltd

Bellevue House, 22 Hopetoun Street, Edinburgh, EH7 4GH

☎: 0131 524 1245 ✉: training@snipef.org 🌐: www.becomeaplumber.org

Department

Training

Job Description

Regional Training Officer (RTO)

Reporting to

Training Manager

Working hours:

Full-time (37.5 hours per week)

Purpose of Role

Promote SNIPEF Training Services Ltd (hereinafter referred to as the Company) and monitor the progress of apprentices acting as a central point of contact between SNIPEF, SNIJIB, employers, apprentices and college/training centres in accordance with the requirements of the Quality Management System (QMS) and Skills Development Scotland (SDS) operating rules.

Duties and Responsibilities

- Responsibility for managing and monitoring the progress of apprentices attending Colleges. Currently colleges based in Glasgow, Ayrshire, Paisley, Clydebank and Greenock but this is subject to change to suit the needs of the business
- Actively promote the industry recognised modern apprenticeship with plumbing employers
- Deliver a high level of customer service with internal and external customers
- First point of contact with employers, apprentices and colleges for phone calls, emails and face-to-face, building meaningful, constructive relationships
- Provide support and resolve any employer/apprentice learning or employment issues to a mutually satisfactory position motivate at all levels
- Induct and monitor the progress of apprentices undertaking the SVQ Level 3 in Plumbing & Heating (MA)
- Carry out the required apprentice reviews at the college and workplace to comply with the required SDS monitoring contractual requirements and those of the QMS in accordance with the agreed timescales
- Act as liaison between colleges and employers/apprentices
- Ensure colleges provide a safe, enriching learning environment and meet the requirements of their contract with the Company
- Comply with the requirements of the QMS non-Conformance and Customer Complaint Procedure in regard to all non-conformances by apprentices, employers and colleges/training centres and ensure that appropriate corrective action is implemented and is effective
- Liaise with the Training Manager and Training Administrators and provide accurate and timely reports as required
- Complete all required administration documents following contractual guidelines and within given timeframes at all times ensuring you comply with SDS contractual and Quality Management System (QMS) (currently BS EN ISO 9001:2015) requirements (procedures and deadlines)
- Apply and monitor equal opportunities and access procedures

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SNIPEF Training Services Ltd. is a limited company registered in Scotland. Registered No. SC082700
Registered office: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH.



- Represent SNIPEF at events (including career events, SNIPEF AGM, Local Association AGM)
- Facilitate the smooth running of the SNIPEF Apprentice Competition held at your colleges
- Carry out administration, filing, photocopying

Key Tasks

Recruitment

- Achieve or exceed the Company's annual apprentice recruitment targets
- Update recruitment logs and report progress to management when required
- Contact employers and maintain a log of the employers recruiting and the potential apprentices in order to act as a facilitator to the recruitment apprentices
- Administer the BPEC Aptitude Test (electronic or paper version) to potential apprentices who wish to start on the Training Programme
- Engage with employers and apprentices before the Training Programme commences to provide any information regarding college/training centre start dates
- Recruit and then induct apprentices on to the training programme (at the workplace or college/training centre) and explain the requirements of the Training Programme
- Report customer complaints/non-conformances and 'follow-up' and action any complaints or non-conformances until they have been resolved

Stakeholder Engagement

Engagement with apprentices

- Monitor and report on satisfaction levels, performance and achievement rates of apprentice progress towards the SVQ Level 3 in Domestic Plumbing & Heating (MA)
- In accordance with the requirements of the SDS contractual and Quality Management System (QMS) requirements, conduct detailed 13 week progress reviews with learners and employers, monitoring all aspects of the training plan as agreed in the contract, including off the job training and on the job progress
- Give support and guidance to apprentices through each year of their apprenticeship to achieve Framework completion within the given timeframes
- Ensure apprentices complete their feedback questionnaires

Engagement with colleges/training centres

- Maintain regular contact with colleges/training centres to achieve the aims and objectives of the Company and feed back to management where appropriate
- Ensure college/training centre facilities are appropriate for the delivery of the plumbing programme: quality service provision, health and safety requirements are applied, apprentice is being fairly treated and is using appropriate tools
- Complete college/training centre health & safety checks (T6) and ensure that the latest SVQ EV reports are submitted to head office
- Ensure college/training centres submit the required Notification of Apprentice Achievements (T16's) at the required times
- Communicate with lecturers to ensure all required paperwork is submitted correctly and on time

- Oversee the college/training centres annual contract renewals by ensuring contracts are submitted in a timely manner (before college/training centre breaks up for summer holidays and before apprentices begin the new college/training year)

Engagement with employers

- Maintain regular contact with employers to achieve the aims and objectives of the Company and feed back to management where appropriate
- Ensure employer facilities are appropriate for the delivery of the plumbing programme: health and safety requirements are applied, apprentice is being fairly treated and is using appropriate tools
- Make sure annual health & safety reports (T8) are conducted with employers
- Ensure employers complete their feedback questionnaires
- Proactively engage, respond and resolve any colleges/training centre or apprentice needs/queries/issues raised by employers in a timely and professional manner

Communication

- Deliver a high level of customer service
- Provide support to other Regional Training Officers to ensure overall and timely success rates are achieved
- Internally promote and support a team environment both within the Training department and across the organisation
- Attend and participate proactively in staff meetings, team meetings, annual appraisal at headquarters in Edinburgh and other meetings as required
- Publicise, promote and attend both internal and external events to promote SNIPEF and the Company (including career events, SNIPEF AGM, Local Association AGM)
- Attend and participate at local career fairs and events, awards and promotional activities to increase awareness and profile of the Company as required (evenings and weekends)
- Lead the smooth running of the annual SNIPEF Apprentice Competition held at your colleges and provide support when it is held at other colleges
- Co-ordinate and participate in the annual SNIPEF TechDay to promote apprentice training.
- Ensure and comply with brand consistency across all internal and external communications
- Ensure stakeholder data (currently in Maytas) held is relevant and updated regularly
- Respond to communications from general public and promote the benefits of using the Company

Website

- Advise colleagues on suggestions and required updates for the www.becomeaplumber.org website to ensure the content is current and correct

Social media

- Maintain and expand social media presence, sourcing and sharing newsworthy information

Budgetary

- Manage and operate within the agreed Company Business Plan and budget to ensure targets are met
- Contribute to the Company Business Plan process and to departmental progress meetings to review activity against targets

General

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- Identify any improvements and opportunities for further efficiencies and new areas of operation for the future development and effectiveness of the department and feed these back to the Training Manager
- Professionally and positively represent the organisation at all times
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post
- Undertake training, as necessary, for the needs of your department and the needs of the Company
- Take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work
- Adhere to all company policies and procedures

Person Specification

SNIPEF Training Services Ltd is the Plumbing & Heating Industry's 'Managing Agent' and we work closely with employers and Skills Development Scotland (SDS) to manage the delivery of the Modern Apprenticeship in Plumbing & Heating in Scotland.

- **Job title:** Regional Training Officer (RTO)
- **Reporting to:** Training Manager
- **Location:** West of Scotland (travelling throughout West & Central Scotland to colleges and employer sites)
- **Contract Type:** Permanent
- **Salary:** Competitive
- **Car allowance:** Competitive
- **Pension provision:** employee 3.75% employer 7.5%
- **Group Life Cover:** 3x Salary
- **Holiday:** 24 Days Annual Leave + 9 Public Holidays.
- **Hours:** 37.5
- **Working week:** Monday – Friday (flexible hours worked to mirror the needs of the job. Very occasional evening work.)
- **Post available:** Now

Job Description

Responsibility for monitoring the progress of apprentices attending Colleges in west and central Scotland. College areas include Glasgow, Ayrshire, Greenock and Paisley (subject to change for the needs of Industry demands).

General Responsibilities & Duties

- Deliver a high level of customer service
- Actively promote the industry recognised modern apprenticeship with plumbing employers based in your designated area
- First point of contact with employers, apprentices and colleges for phone calls, emails and face-to-face
- Create and manage constructive relationships with key stakeholders
- Build cooperation with apprentices, employers, college staff and others and to motivate at all levels
- Provide support and resolve any employer/apprentice learning or employment issues to a mutually satisfactory position
- Induct apprentices and their employers on to the plumbing programme
- Monitor the progress of apprentices undertaking the SVQ Level 3 in Plumbing
- Carry out quarterly apprentice reviews at the college and workplace to comply with the required monitoring contractual timescales
- Acting as liaison between colleges and employers/apprentices
- Ensure colleges provide a safe, enriching learning environment and meet the requirements of their contract with SNIPEF
- Attend team meetings at headquarters in Edinburgh
- Work within and meet the requirements of the Quality Management System (currently BS EN ISO 9001:2015)
- Represent SNIPEF at career events

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- Facilitate the smooth running of the SNIPEF Apprentice Competition held at alternating Scottish colleges
- Carry out administration, filing, photocopying

Essential Experience, Skills, Attributes Required

- ✓ Must be based in the Glasgow, Paisley or Renfrewshire.
- ✓ Excellent organisational and time management skills
- ✓ Self-motivated
- ✓ Energy, determination and passion
- ✓ Must have a positive character
- ✓ Ability to multitask and work accurately and effectively under pressure
- ✓ Able to prioritise workload to meet deadlines and targets
- ✓ Ability to identify and solve problems
- ✓ Able to work on own initiative
- ✓ Able to work irregular/flexible hours
- ✓ Excellent verbal and written communication skills
- ✓ Experienced with Microsoft Office: Word/Excel/Outlook
- ✓ Have a proactive and flexible attitude
- ✓ Experience of managing a diverse workload and achieving the required objectives
- ✓ Good interpersonal and presentation skills
- ✓ Full clean driving license
- ✓ Access to a car (mileage and allowance will be paid)

Desirable Experience

- ✓ Previous experience working in a technical and/or training environment
- ✓ An appropriate mechanical related/training qualification to at least S/NVQ level 3 or above