

Position: Training, Standards & Competency Manager

Location: Nunnery Depot, Sheffield

Supertram operates the light rail network in Sheffield and Rotherham. Are you looking to make a difference and help shape the future of our network? Joining us to become our Training, Standards and Competency Manager within our Customer Service & Operations team, you'll play a key role in developing and delivering our training, operational standards and competency management systems. This is a unique opportunity, and we are inviting applications from candidates who have a professional approach and who would take pride in being a key member of the team, helping us to provide an outstanding service for our customers.

Flexibility and reliability are essential attributes for this role. We're looking for applicants with experience in a training environment and a passion for nurturing success in others.

Key Responsibilities

You'll be responsible for designing the content of training courses to colleagues across the business, including Drivers, Conductors and Engineers. You'll work with the Customer Service & Operations team to identify competency gaps and develop refresher training and personal development plans.

As a Senior Manager within the business you will have ownership of the Operations Standards Manual, working with colleagues to ensure we continue to meet regulatory and safety standards for tramway and tram train operations. You'll also be required to undertake on-call responsibilities, covering one week in every 14 and would also be expected to support at events taking place across the network.

Requirements for the role

- Desirable - Trained to NVQ Level
- Desirable - NEBOSH qualified (or willing to undertake the relevant training)

Experience

You'll ideally have experience in planning and delivering training to your peers and colleagues, ideally within a public transport related environment, where safety takes priority at every stage. You'll also need to be a people person, able to communicate with colleagues at all levels in a friendly, confident, and professional manner.

Hours

Primarily office based, working typical office hours but there will be a requirement to work evenings, weekends, Bank Holidays and other unsocial hours from time to time.

Benefits

You'll enjoy the freedom to plan your workload, with the option to hybrid work from time to time. Annual leave of 33 days per year (including bank holiday allowances). All staff benefit from free travel on all Supertram services for you and your partner. Additionally, until 21 March and expected beyond, free travel on local First and Stagecoach bus services too.

Compensation

Salary range of £39,000-£43,000 per year

Interested?

Email your CV and cover letter detailing skills and experience to: supertram.jobs@supertram.com

Alternatively, post it to: **Recruitment, Stagecoach Supertram, Nunnery Depot, Woodbourn Road, Sheffield, S9 3LS**

If you need any further information, email us at: supertram.jobs@supertram.com