



Training Coordinator

Company Background

Store-All is one of Ireland's largest supply chain management companies. The company currently manages in excess of 850,000 sq ft of warehousing across 16 locations across 8 sites in the South-East and has its HQ near Belview Port. The company offers custom and integrated (Transport & Storage) supply chain solutions for some of the world's leading Food & Pharma multinationals. The company also provides Document & Self-Storage services. Further sites are being developed to support the business expansion.

Reason for Vacancy

The company has been recently bought out by two managers who have ambitious plans to develop the business. There is currently a requirement for a Training Coordinator who will report to the Client Operations Manager.

A Day in the Life of our Training Coordinator

- Ensuring you carry out your duties and responsibilities to the best of your ability.
- Integrate into a team environment and receive reasonable instruction from Store-All Supervisors/Managers.
- Set a good example to all personnel, whilst also communicating the importance of meeting customer, as well as statutory and regulatory requirements.
- Adhere to Store-All policies and SOP's at all times.
- Follow Store-All Health & Safety policies, and inform superiors of any safety issues identified/observed.
- Expected to adhere to all Store-All SOP's, Health & Safety policies, and inform superiors of any safety issues identified/observed.
- Deliver internal training to personal when required.

Key Responsibilities

Training

- Overseeing planning and supervising the Training of forklifts / reach trucks / magazines (VNA's) / pallet trucks / floor washers.
- Creating and maintaining a training plan that measures Training On-Time and In-Full (%OTIF) and Training Effectiveness.
 - Training Plan to be updated daily and planned trainings to be populated in advance 12 months into the future.
 - Training needs analysis (TNA) to be performed annually using gaps from skills matrices and performance review development areas.

- Development of Skill Matrices for all warehouses for the roles of Operator, Team Leader, and Supervisor.
 - Skill Matrices to be updated monthly to ensure they are relevant and completed training are inserted into the matrices.
 - Warehouse Mgt and Supervisor to be trained on the Skill matrices to ensure they are aware of the gaps in their divisions and warehouses.
- Other Internal Trained Instructor:
 - Responsible for creating training schedules and assigning jobs and training to other instructors.
 - Review the competency of these instructors and implement a improvement plan if required to help develop their competency

Quality

- Comply with GDP, GMP and Quality requirements, as per Store-All SOPs and policies.
- Ensure that ISO9001, ISO 4500, GDP standards and customer requirements are always met and up to date systems and forms are being used as per below:
 - All Trainings and Assessments are captured on official Store-all forms.
 - Skill matrices when developed are brought through the CCF process and given an official Store-all document number.
 - Completed trainings are stored in the shared team's folder and on Quality Shared Training element on SharePoint.

Compliance

Adhere to all company policies, procedures, and business ethics codes, and ensure that they are communicated and implemented within the company.

- Forklift Truck Inspections
 - Performing weekly Forklift Inspections and perform weekly upkeep of machinery i.e. topping up batteries with water, etc.
- Warehouse Racking Inspections
 - Perform Monthly/Quarterly Inspections on the racking in the warehouse to ensure compliance.
 - Document non-compliance as per relevant SOP in terms of Red, Amber, Green outcomes.
 - Provide report to area supervisor for follow up and action.
 - Highlight areas that are not being actions to the Warehouse Manager or Operations Manager.
 - Training People on scanners and the correct use of scanning all activities as per Procedures.

Behaviour to Compliance Standards

- Perform Morning on the Shopfloor Walks (One Warehouse per Week) to monitor people compliance to the FLT driving standards (GEMBA Walks focus on Behaviour).
 - For non-compliance to standards ensure to have A behavioural discussion with the operators and the supervisor to enable the desired culture in terms of Safe operating of Equipment and minimising damage to racking and product.
 - If the behaviour warrants refresher training plan in the training and if poor behaviour continues this is escalated to supervisor/manager as a performance issue.

Health & Safety

- Be aware of Health & Safety compliance. High visibility vest, safety shoes and company ID badge to be worn at all times. Smoking is strictly prohibited in our warehouses, offices & canteens.
- Ensure that any Health & Safety issues are escalated to management / Supervisor.
- Total confidentiality must be maintained in all areas in relation to Store-All client information. No discussion with any client, supplier or third party in relation to another client or supplier content or information is allowed.
- Housekeeping/clean as you go.
- Health & Safety awareness.
- Adhere to safety requirements, as outlined in our procedures, Safety Statement and by law.
- Building security & alarms.
- Conduct/Support PAT testing once trained.
- Conduct/Support Racking Inspections once trained.

Reporting

- Report continued poor behaviour in (as discussed in Behavioural Compliance) to the relevant supervisor/ manager.
- Perform in line with the area supervisor 1:1 periodic appraisal with direct internal Instructors.
- Provide feedback to supervisor in terms of Training assessments and performance of forklift truck training to enable the supervisor to incorporate development if needed into the 1:1 discussion with warehouse operators.
- Reporting issues (raising Investigation Reports).
- Arranging workload, staff and overtime if required.
- Maintain training data base for all associated training and skills matrices.
- Issuing certificate of competencies for M.H.E training

Key Competencies / Behaviours for the Role

- **Stakeholder Engagement:**
 - The ability to collaborate with Quality, Warehouse Managers, Supervisors, Operators, and operations manager and to keep them informed of the status of the training plan, assessments, and effective outcomes.
- **Excellent Interpersonal Skills:**
 - Ability to be assertive when needed to address compliance or behavioural concerns around safe and effective operating of equipment.
 - Ability to share reports on the progress and outcomes of the trainings.
 - Ability to Listen and Understanding training needs and requirements to enable effective deployment of relevant trainings.
- **Prioritization and Agility:**
 - Ability to prioritise your schedule in order to plan and deliver the training requirements.
 - Ability to be flexible and agile e.g. change shift if required to deliver urgent training and promptly adjust schedules of required.
 - Have excellent planning and problem-solving skills.
 - Always Striving for excellence by continually seeking ways to improve the role to make it more effective.

Important KPI's Relevant to the Role

- Training %OTIF documented monthly using the Operations KPI Database
- Training Effectiveness to be documented Quarterly.
- Skills Gaps closure % Gap closure Monthly.

Qualifications/Experience

- Must have instructor certificate in training: Counterbalance, Reach Truck, VNA, PPT
- Manual Handling Certificate, Instructor level.
- Must have minimum 3 years' proven Instructor experience.
- Train the Trainer' Certificate desirable.
- Must have excellent written & Verbal communication skills.
- Must have excellent organisational, planning, and problem-solving skills.
- Must have Intermediate IT knowledge with excellent data input skills with attention to detail.
- Must have the ability to work within a shift pattern when required.
- Must possess a valid driver's licence.
- Proficient in GDP.