

# Operational Trainer

## Heathrow/Gatwick Cargo – Office & Warehouse

Vacancies have arisen for Operational Trainers to work in the Office and Warehouse. These will be based at our Cargo facilities within Heathrow and Gatwick to deliver and maintain all aspects of training.

### Experience

- The applicants should have experience of working in a fast moving challenging cargo environment, with experience of providing the highest level of customer service, whilst working under pressure to meet operational deadlines

### Desirable Skills

- Safety driven
- Excellent communication/interpersonal
- People management
- Leadership
- Motivator and influencing
- Decision making and problem solving
- Ability to work to tight deadlines
- Absolute discretion and confidentiality (essential)
- Coaching or Train the Trainer qualification (desirable)

### Key Tasks

- To update, deliver and/or distribute mandatory refresher training to reflect current legislative requirements
- Ensure familiarity with operational requirements / procedures to ensure relevance of departmental training
- Evaluate and continuously improve training packages
- Deliver structured training to new employees, ensuring competence prior to operational training – providing additional support where required
- Deliver regular structured refresher training to existing staff to reflect current legislative requirements
- Maintain & update all training records
- Ensure security of training records
- Advise Managers on all aspects of staff training
- Comply with all Company procedures and Instructions
- Set an appropriate example to others and ensure all training positively portrays company brand and product and follows the SOP's
- Development of employees assisting Cargo Training
- To ensure courses are delivered professionally and knowledgeably, within the agreed time-frame
- To assist Training Officer / Training Manager in course creation and update to meet relevant training needs, using creativity to ensure that the course content is engaging and interactive whenever possible
- To provide course scheduling on request
- Attending train-the-trainer programmes, as required
- To undertake any other duties as required by management, commensurate with the grade of the post
- Promote at all times the Vision, Mission, Values of dnata

### Hours of work:

- 37.5 hours per week, with a flexible approach to working variable hours

If you believe you have the drive and enthusiasm required, apply in writing with an up to date CV and covering letter advising why you are suitable for this position to:

HR Department Cargo & Transport, Lancaster House, Northumberland Close, Stanwell, Middlesex, TW19 7LN  
Email: [emma.howell@dnata.co.uk](mailto:emma.howell@dnata.co.uk)

Successful applicants will be shortlisted for interview, and must have the legal right to work in the UK  
Internal candidates - please ensure you have informed your manager of your application

**Closing Date: 26<sup>th</sup> January 2018**

dnata Ltd is an equal opportunities employer

