

Job Description

POST TITLE:	Training Manager
DIRECTORATE:	Climate, Homes & Economy
SERVICE:	Resident Safety
GRADE:	PO2
LOCATION:	Hackney Service Centre / Flexible
RESPONSIBLE TO:	Head of SHEQ - Resident Safety
RESPONSIBLE FOR:	No Direct Reports

Hackney Values

Our Vision:

“We’re working to make Hackney a place for everyone, where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services and public spaces, thriving businesses, and strong communities; a place that celebrates diversity, and where everyone can feel valued, included, and involved.”

The Values represent what we are, but also what we aspire to be! Our Values will help us achieve our Vision for Hackney. They will help guide managers, set our service planning, recruit the right staff, and align the behaviours we want everyone to model so we achieve the best for residents.

We act with Purpose and Respect

We foster a workplace of true belonging through active inclusion and allyship. By communicating with kindness and demonstrating good intent, we create a safe space for open dialogue. We listen to understand, ensuring every voice is valued in our collaborative, supportive community.

We take Ownership of our actions

We champion personal ownership and proactive collaboration, remaining solution-focused and dedicated to our service. Committed to continuous learning, we maintain a healthy culture by addressing poor performance and toxic behaviour directly and effectively, ensuring every team member stays accountable to our shared success.

We lead with Unity and celebrate Diversity

We lead by example through transparency and honesty, applying all standards fairly and consistently. By breaking down silos, we work together as one Council, championing anti-racist behaviour and ensuring our collective actions reflect the integrity and unity of our community.

Overview of Job Role

The Health and Safety Training Manager will lead the strategic coordination of health and safety learning across Hackney's Housing Services, ensuring all staff are trained and competent in their roles. This post is central to fostering a strong safety culture through effective training, compliance, and workforce development.

The role will be responsible for conducting training needs analysis, developing and maintaining a comprehensive training matrix, and managing the training register. It will also ensure that all consultants and contractors provide appropriate training and competency records, feeding into a central competency register to support compliance, audit, and assurance.

Purpose of the Job

- Develop and maintain a detailed training matrix for all staff within Hackney Housing Services, aligned with role-specific safety requirements.
- Undertake regular training needs analysis (TNA) to identify competency gaps and support workforce development.
- Coordinate and manage delivery of all health and safety training, including statutory, regulatory, and role-specific training.
- Maintain an up-to-date training register to record attendance, certification, and future training requirements.
- Collect and verify training and competency records from consultants and contractors, ensuring all personnel meet Hackney's safety standards.
- Establish and maintain a centralised competency register to support contractor management and internal assurance.
- Support the development of internal health and safety learning materials and e-learning content.
- Report on training compliance, gaps, and trends to the Head of Health and Safety and other senior leaders.
- Liaise with internal teams, HR, learning and development, and external training providers to ensure training is delivered efficiently and effectively.

Corporate Accountability

Promote Hackney's vision, values, and safety culture across Housing Services.

Champion equality, diversity, and inclusion in all training practices and team interactions.

Collaborate across departments and with external partners to drive a consistent approach to safety competence.

Represent the Council in training-related audits, inspections, and working groups where required.

Main Responsibilities

1. Internal Stakeholder management:

- Create and update role-specific training plans across different housing functions (repairs, compliance, housing management, DLO, etc.)
- Coordinate refresher training schedules and flag upcoming renewals to service managers.
- Maintain digital records of all training activity for staff and external personnel, ensuring records are audit-ready.
- Ensure mandatory training (e.g. asbestos awareness, working at height, manual handling, fire safety, etc.) is planned and completed in line with legal requirements.
- Evaluate the effectiveness of training through feedback, audits, and performance review data.
- Lead on the induction and onboarding process for new starters regarding health and safety compliance.
- Support investigations and audits where training or competency is a contributing factor.

2. External Consultant / Contractor Management:

- Lead on the onboarding process for consultants & Contractors
- Work with procurement and contract managers to enforce training standards with suppliers.
- Establish a competency framework for all supply chain members, particularly focusing on enhanced requirements for high-risk high-rise buildings.
- Support investigations and audits where training or competency is a contributing factor.

3. Resident Engagement:

- Support departments with training residents on managing health and safety within homes, TMO's and other resident lead groups.
- Collaborate with residents to enhance training and knowledge of Health & Safety.

4. Governance

- Attend meetings as set out in the housing governance model.
- Produce reports and management information regarding training compliance
- Contribute to the production of a training needs analysis strategy, policy & Procedures.

Your Team

Reporting into: Head of SHEQ

Direct Reports: No Direct reports

Team Members:

1 x Head of SHEQ
1 x Accident & Incident Officer
1 x Training Manager
1 x Audit & Accreditation Manager 1 x Accreditation Officer
3 x Quality Assurance Inspectors 1 x Principal Designer
3 x CDM Advisors

Budget

£TBC

**PERSON SPECIFICATION
Skills & Qualifications**

Behavioural Skills:

- Ability to develop and deliver advanced health and safety training across all workforce levels, supporting a strong safety culture
- Excellent communication, collaborative and presentation skills.
- Strong organisational and project management abilities.
- Able to analyse training data and produce clear, actionable reports.
- Skilled in using digital systems for training management and reporting.
- Ability to persuade, influence and lead across teams without direct line management.

Qualifications:

The below qualifications and memberships are essential for the role. Evidence of equivalent experience or actively working to achieve within the first 18 months of employment will be considered.

Academia:

NEBOSH Diploma in Occupational Health and Safety or other appropriate equivalent qualification
Training qualification (e.g. Level 3 Award in Education and Training, DET or equivalent)

Memberships:

Membership of IOSH or other relevant professional body
Chartered Institute of Housing (CIH)

Experience & Knowledge

- Proven experience in managing health, safety and operational training in a large or complex organisation.

- Understanding of statutory and best-practice training requirements in housing or construction.
- Experience in delivering mandatory health and safety training to strengthen compliance, performance, and capability across an organisation.
- Experience in developing competence, consistency, and confidence across the business through relevant SHEQ training.
- Experience delivering H&S inductions, maintaining compliance records and managing audits.
- Knowledge of contractor management and related competency frameworks.
- Health and Safety qualification (e.g. NEBOSH Diploma) or willingness to work towards one.

Personal Attributes

Personal Attributes:

Integrity

High ethical standards and honesty, with a strong commitment to transparency and accountability in all aspects of the role. Able to make tough decisions with fairness and consistency, always prioritizing safety and compliance.

Attention to Detail

A meticulous approach to safety, regulations, and processes, ensuring that every aspect of gas safety is thoroughly reviewed and that no detail is overlooked in the maintenance of high standards.

Empathy

A strong sense of empathy, particularly towards residents and stakeholders. Able to understand and address concerns in a thoughtful and respectful manner, fostering trust and cooperation with those impacted by safety measures.

Adaptability

Ability to adjust to changing circumstances, regulations, and challenges in the gas safety landscape. Quick to embrace new technologies, approaches, and ways of working that improve safety and service delivery.

Confidence

The ability to make informed decisions and take responsibility for them with confidence. Comfortable in leading teams and engaging with stakeholders at all levels, with the ability to influence and inspire others while remaining composed under pressure.

Corporate requirements:

Commitment to LB Hackney's Core Vision and Values

Demonstrates a strong alignment with and dedication to the borough's core vision and values, actively working to uphold and promote Hackney's goals in all aspects of the role.

Commitment to a Culture of Learning, Development, and Empowerment

Actively contributes to and supports a culture of continuous learning, development, and empowerment within the organization, encouraging personal and professional growth for both themselves and colleagues.

Commitment to Equality of Opportunity and Celebrating Diversity

Fully embraces and supports the principle of equality of opportunity, ensuring that diverse perspectives are valued and celebrated in the workplace. Advocates for inclusivity and works to eliminate barriers to success for all individuals.

Commitment to Team Working

Strongly committed to working collaboratively as part of a team, valuing collective effort and promoting a positive, supportive working environment. Encourages open communication, cooperation, and mutual respect within the team.