Position Description

Job Title:	Operational Trainer	**Type:**	Permanent
Reports to:	People and Capability Manager	**Direct Reports:**	0
Location:	Wellington Region		
Financial Delegations	Nil		
Key Relationships:	Internal • Alliance Management Team (AMT) • Alliance Leadership • Tiaki Wai Leadership • Network Maintenance Team • Health and Safety Team • People and Capability Team External • Fulton Hogan • Suppliers and Contractors		

Role Purpose:

The Operational Trainer is responsible for delivering, assessing, and continuously improving operational training programs across the Network Maintenance Team. This role supports the development and capability of our operational employees.

The role supports workers are competent to perform their duties safely, efficiently, and in accordance with legislative requirements, industry standards, organisational procedures, and best practice. The Operational Trainer works closely with Operational Training Lead and subject matter experts to identify skill gaps, develop learning solutions, and maintain a capable and compliant workforce.

Key Responsibilities:	Performance Measures:
Training Design, Development and Delivery • Develop, review, and maintain training materials, learning pathways and assessment tools in collaboration with the Operational Training Lead • Align training content with regulatory obligations, internal procedures, and operational requirements.	• Operational training is delivered safely, effectively, and in line with business needs. • Training materials remain current, relevant, and compliant. • Operational capability gaps are identified and addressed in a timely manner. • Training programs are developed and rolled out in line with

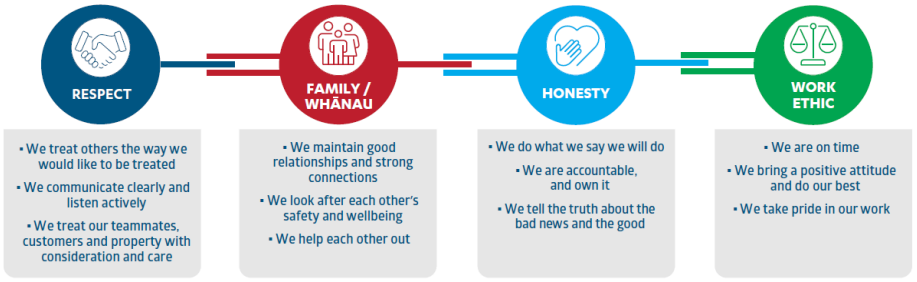
• Translate technical procedures and operational documents into practical, accessible learning resources. • Deliver engaging face to face, onsite, classroom and practical training to operational employees • Facilitate induction training, refresher training, toolbox learning sessions, and capability uplift programs. • Provide coaching and on-the-job support to our field crews. • Adapt training methods to suit different learning styles, literacy levels, and operational contexts.	operational priorities and workforce capability needs. • Programs cover all required technical, safety, environmental, and compliance content. • Training packages are completed within agreed timelines for new or changed operational requirements. • Participation rates in priority training programs meet organisational targets. • Training programs support demonstrated improvements in workforce capability and job readiness. • Operational managers confirm programs are relevant to site and field requirements.
Competency Assessments • Conduct in collaboration with our Leaders competency assessments, verification of competence, and practical observations in operational environments. • Maintain training and assessment records in line with organisational and compliance requirements. • Identify individual and team capability gaps and recommend appropriate development actions. • Support licensing, accreditation, and refresher requirements where applicable.	• Staff competency is assessed and documented accurately. • Competency assessment completion • Reduction in operational skill gaps • Feedback from participants and operational leaders.
Safety and Compliance • Promote a strong safety culture and ensure all training reflects current health, safety, environmental, and quality requirements.	• Training supports improved safety, compliance, reliability, and service delivery outcomes • Training completion rates • Audit and compliance outcomes

• Ensure training supports compliance with relevant legislation, codes of practice, and water industry standards. • Participate in incident reviews, audits, and corrective actions where training or competence issues are identified. • Maintain awareness of changes to regulatory, technical, and operational requirements.	
Stakeholder Engagement • Work collaboratively with operational managers, team leaders, safety personnel, and technical experts to identify training needs. • Consult with internal stakeholders to schedule training with minimal disruption to operations. • Support workforce planning initiatives, succession planning, and apprenticeship or trainee development programs. • Contribute to continuous improvement initiatives across operational capability and performance.	

Continuous Improvement • Evaluate training effectiveness through feedback, assessment outcomes, workplace observations, and operational performance indicators. • Review and update training programs to reflect lessons learned, plant or network changes, and emerging industry practice. • Recommend improvements to systems, procedures, and learning approaches to strengthen workforce capability.	• Training effectiveness is regularly evaluated using feedback, assessments, workplace observations, and operational performance data. • Training programs are updated in response to lessons learned, operational change, and emerging industry practice. • Improvement opportunities are identified and recommended to strengthen systems, procedures, and workforce capability. • Training review outcomes and improvement actions are documented, communicated, and implemented within agreed timeframes.
Health, Safety, and Wellbeing • Take reasonable care for their own health and safety and that of others. • Follow all safety, environmental, and operational procedures. • Use personal protective equipment as required. • Report hazards, incidents, and near misses promptly. • Support a culture of safety, wellbeing, and continuous learning.	

Values and Behaviours:

This NMT has high expectations with regards to the outcomes it is planning to achieve, as is reflected in our Objectives and KRAs. To achieve this we need to maintain a high performing team culture the foundation of which is an agreed upon set of Values and Behaviours to guide 'how we do things' day to day. As a result, it is expected that in your role you would role model the following NMT values and behaviours and assist others to do the same:



Qualifications and Experience:

- Demonstrated experience in operational training, workplace assessment, or capability development within the water industry, utilities, infrastructure, or a similar operational environment.
- New Zealand Certificate in Infrastructure Works (Pipeline Construction and Maintenance) (Level 4) with strands in Drinking Water or Stormwater/Wastewater
- Practical operational knowledge of water and/or wastewater treatment, network operations, maintenance, or field services.
- Experience delivering practical and classroom-based training to frontline operational teams.
- Sound understanding of work health and safety requirements in high-risk operational environments.
- Competence in maintaining training records and using learning or document management systems.
- Current clean full driver licence
- CTO capability

Desirable

- Experience in a regulated utility environment.
- Knowledge of vocational education and training frameworks.
- Experience in incident investigation, procedural development, or operational auditing.

TIAKI WAI
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Required Skills and Attributes:

- Strong written and verbal communication skills, with the ability to explain technical concepts clearly.
- Ability to build strong working relationships with operational personnel and leaders.
- Keeps up to date with Industry best practice and strives for continual improvement in the delivery of our training
- Agile and adaptable
- Passionate about helping others.
- Great interpersonal skills
- An open communicator – communicates effectively with managers, staff, stakeholders, and suppliers.
- Results driven – is self-motivated with an ability to get things done.
- Resilient to change and uncertainty/ambiguity
- Proficient and adaptable with technology, including business management systems