	HO-JD-AD-016 Training Coordinator Job Description	Revision Number: 00
		Issue Date: June 2026
		Next Revision Due: June 2031
		Owner: Operations Manager

Company Overview

In a normal year, Heathrow is Europe's busiest international airport with around 90 different airlines providing an average of just under 1,300 flights each day carrying over 200,000 passengers daily to and from 185 destinations in 84 countries.

The fuel for the airlines is provided to the perimeter fence of the airport by eight separate fuel companies, and the aircraft are refuelled by one of several Into-Plane fuel companies operating at the Airport. Approximately 7.5 billion litres of Jet A-1 fuel flows through the airport each year.


Responsibility for the fuel between its receipt at the airport perimeter and delivery out of the hydrant system to the Into-Plane Companies, lies with the Heathrow Hydrant Operating Company Limited (HHOpCo). It is responsible for leasing, managing, maintaining and operating Heathrow Airport's two aviation fuel tank farms and three aviation fuel hydrant systems, in line with the Joint Inspection Group's (JIG) guidelines. HHOpCo is a JV between eight separate Companies - BP, British Airways, Exxon, Q8 Aviation, Shell, TotalEnergies, Valero and Vitol.

The Company's key aims are:

- To ensure that the aviation fuel delivered out of the Heathrow hydrant systems is always on-specification and fit for purpose according to the Energy Institute (EI) and the Joint Inspection Group (JIG);
- To achieve excellent health, personal safety, security and environmental (HSSE) performance, with a target of zero lost time injuries (LTIs), reportable cases, leaks or spills;
- To achieve excellent process safety performance, with a target of zero Control of Major Accident Hazard Regulations (COMAH) major accidents or process safety incidents;
- To achieve the highest possible level of operational continuity, with a target of zero stock-outs and an aspirational target of zero business interruptions.
- To have a high performing team, with a positive culture, good morale and effective communication. As part of this, to retain and develop key staff, be resilient if/when key staff do leave the company and, when relevant, attract high-quality (and diverse) new staff.
- To develop, grow and achieve continuous improvement, in order to assure the company's long-term success, retain good-quality people, have sufficient resources to be able to invest when this is required, and be able to adapt to internal or external challenges and changes.
- To maintain HHOpCo's "licence to operate" by complying with relevant laws, regulations, guidelines and requirements, remaining financially viable, and being responsibly managed.

As part of the HHOpCo team you have an important role in supporting the delivery of these business priorities.

HHOpCo employs around 40 staff. Over one-third are technicians who perform quality control tests on receipt of the fuel at the airport and in the tank farms each day prior to release into the hydrant systems. They also conduct routine tests at various times across the 650 refuelling points around the Airport. There are five Operations Controllers working shifts to ensure 24x7x365 control of the hydrant systems, determining which valves should be open and when, to deliver Jet A-1 fuel around the airport. Another seven employees work in maintenance, checking and maintaining around 10,000 separate items of plant and equipment.

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Context for Training Coordinator Role

HOpCo arrange and manage the training of all their personnel, in all areas of the company, for both internal and external training. The training requirements vary, for example Health & Safety, JIG Guidelines, Product Quality (PQ) conformance, Maintenance, Human Factors, Cyber Security

The Training Coordinator is a new position within the company, created to support a more dynamic and responsive approach to training and competency development. The role requires a proactive individual who can identify training needs, support continuous improvement, and help develop the capability of the wider team. Working closely with the Leadership Team, the Training Coordinator will plan and coordinate a structured training programme that supports both business requirements and individual development needs.

As HOpCo and HAFCo play a critical role in supporting the smooth operation of Heathrow Airport, it is essential that all personnel are trained and certified to a high standard. Operational requirements can sometimes place pressure on personnel availability to attend and complete training. The Training Coordinator will help maintain focus on training compliance and develop flexible training programmes that support operational requirements, while ensuring clear communication with all those involved and proactively identifying solutions where needed.

Role Profile

Job Title: Training Coordinator

Reports to: Operations Manager

Location: HOpCo's offices at Heathrow Airport

Working hours: This is a full-time, site-based position. Contractual hours are 40 hours per week, Monday to Friday. Core hours are 09:00 to 15:00, with flexibility required either side of these hours to meet business needs. The job holder may occasionally be required to work additional hours to support training delivery or operational requirements.


Salary: Negotiable depending on competence and experience.

Role Overview

To provide a high-quality and professional training and competency development service, ensuring training is effectively planned, coordinated and administered across HOpCo. The role will maintain accurate, compliant and auditable training and competency records, coordinate internal and external training requirements, and ensure personnel are provided with clear information on training processes, competency expectations and development requirements.

The Training Coordinator will support managers, and department leads in identifying training needs across HOpCo personnel. The role will coordinate training requirements in line with the company training matrix, Safety & Technical Competency process (STCs), and training records, ensuring requirements are accurately maintained and regularly reviewed.

They will work closely with the Leadership team to coordinate training plans for all staff in line with the training matrix, operational & legislative requirements and personal development plans.

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Their responsibilities will include, but not limited to:

- Managing the company’s training portal, ensuring all training records are kept up to date, providing support to users and identifying additional content requirements.
- Primary point of contact with the training portal support team.
- Coordinating all training requirements with the in-house Trainers and Assessors, ensuring all personnel are kept current and certified. Notifying them when refresher training and competency assessments are due.
- Coordinating, planning and communicating all external training course requirements.
- Provide employees’ training records and other competence related information to managers, supervisors.
- Develop, review and maintain all training procedures and documentation
- Support the delivery of site inductions as needed
- Liaising with the Peoples Service’s role for new starters and assistance with training related queries.
- Coordinate the ordering of training equipment as and when required.
- Assisting with operational and maintenance administration tasks as & when needed.
- Assisting with internal and external audits related to training and competencies.
- Manage internal communications channels such as intranet, safety alerts, operational bulletins
- Analysis and distribution of industry news, for example EI & JIG updates, bulletins, etc.
- Preparation and delivery of fuel awareness material to the airport community, for example Into Plane (ITP) companies, Heathrow Airport Limited (HAL)
- Coordinating and participating in Risk Assessments

Key Relationships:

- Leadership Team.
- Internal Trainers and Assessors
- Control Room Team
- Operations Team
- Maintenance Team
- Administration Team
- External training providers and agencies.
- Heathrow Airport Limited
- Stakeholders within aviation, oil and gas and learning industries.


Skills, Experience, Knowledge and Qualifications

▪ Visible commitment to health, safety, security, and the environment (HSSE) and compliance with all relevant HSSE legislation and guidance with the aim of there being no HSSE incidents or accidents	Essential
▪ Able to work individually, or as part of a team	Essential
▪ Highly organised and efficient	Essential
▪ Must be able to communicate in a professional manner and in a pressurised environment	Essential
▪ Leader in continuous improvement and embracing lessons learned to maximise training quality	Essential

<ul style="list-style-type: none">▪ Excellent interpersonal and management skills, including:<ul style="list-style-type: none">○ Leadership○ Positive attitude to work○ Self-motivation○ Empathy○ Mediation○ Listening○ Influencing○ Teamwork/Collaboration○ Creativity	Essential
<ul style="list-style-type: none">▪ A 'doer' – this is a small company without big departments to call upon for support	Essential
<ul style="list-style-type: none">▪ Ability to maintain a high level of accuracy in preparing and entering information	Essential
<ul style="list-style-type: none">▪ Proficient computing skills required including MS Word, Excel, PowerPoint, Internet-based systems and emails	Essential
<ul style="list-style-type: none">▪ Proficient organisational and time management skills	Essential
<ul style="list-style-type: none">▪ Ten years + Experience in a training environment	Highly Desirable
<ul style="list-style-type: none">▪ Experience in Risk Assessment (RA)	Highly Desirable
<ul style="list-style-type: none">▪ Experience with Learner Management Systems (LMS)	Desirable
<ul style="list-style-type: none">▪ Experience of recording accurate data and attention to detail	Desirable
<ul style="list-style-type: none">▪ Excellent document control skills	Desirable
<ul style="list-style-type: none">▪ Aviation product quality knowledge is not essential but would be a bonus	Desirable
<ul style="list-style-type: none">▪ Good awareness of Cyber Security	Desirable

Qualifications:

<ul style="list-style-type: none">▪ Good standard of general education	Essential
<ul style="list-style-type: none">▪ A Levels / College education	Desirable
<ul style="list-style-type: none">▪ A degree or training qualification	Desirable
<ul style="list-style-type: none">▪ NEBOSH General Certificate	Desirable
<ul style="list-style-type: none">▪ NEBOSH Certificate in Process Safety Management	Desirable
<ul style="list-style-type: none">▪ Level 3 Award in Assessing Competence in Work Environment	Highly Desirable
<ul style="list-style-type: none">▪ Level 4 Internal Quality Assurer	Highly Desirable

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Environment, Health & Safety:

In addition to the role Responsibilities, every employee has overall responsibility for:

- Taking reasonable care for your own Health and Safety and the Health and Safety of others who may be affected by your actions.
- Working with the Company to ensure a high standard of Health, Safety, Security and Environmental management by following the site HSE procedures. Ensuring compliance with all relevant quality standards/procedures in your area. This includes reporting any deviations from these standards/procedures, completing corrective actions and making recommendations to prevent similar deviations in the future.

HOpCo Competencies:

- **Communicates and Influences** - Communicates and influences others, presenting information clearly and adapting styles to meet audience needs and achieve business outcomes.
- **Collaborates and Partners** - Promotes trust and respect in all relationships, actively listens and integrates others' perspectives and offers constructive challenge, supports teamwork and collaborates across boundaries to achieve mutually beneficial outcomes.
- **Develops Capability** – Has a strong focus on continuous learning and development for self and others, building capability and sharing talent across the organisation.
- **Delivers with Focus** - Takes initiative to anticipate challenge and ensure performance is delivered with energy and perseverance, taking responsibility and accountability to respond flexibly and ensure quality outcomes.
- **Exceeds Client Expectations** - Expends effort to ensure maximum internal and external client satisfaction, through building excellent stakeholder relationships and striving to exceed client expectations through the delivery of quality products and services.

To apply:

Please email your CV and cover letter to: rob@hrcircleuk.com by the 12th of July.