

TRAINER/COACH – BEHAVIOURAL CHANGE SPECIALIST

Join Benchmark Training Ltd as a Trainer/Coach. We are seeking a highly experienced, agile professional to design, develop, and deliver high-impact, behaviour-based learning across the UK. Specialising in operational safety, leadership, incident management, and communication skills, this role is crucial to our continued success within safety-critical sectors like rail, oil & gas, and transportation. The successful candidate must possess **strong front-line leadership experience** and be comfortable delivering highly practical, hands-on training. This permanent, full-time position requires extensive UK-wide travel, frequent nights away from home, and the flexibility to align with client shift patterns, including out-of-hours and some weekend working.

Job Specification

Position: Trainer/Coach **Company:** Benchmark Training Limited **Location:** Operational base at Farncombe Estate, Broadway, Worcester, with all staff based from home and delivering learning programmes mostly at client venues. **Employment Terms:** Full-time appointment. Initial fixed term commencing as early as November 2025. **Reporting To:** The Project Lead & Managing Director

About Benchmark Training Ltd

Benchmark formed in 2005 and specialises in behaviour-based Learning & Development (L&D) services for both private and public sector clients throughout the UK. We recruit outstanding coaches and trainers to role-model the values our clients seek.

We target companies and organisations where strict **safety compliance and regulatory frameworks apply**, specifically within the rail, oil and gas, wider transportation, and support services sectors. Our L&D interventions focus on improving workforce safety and performance. Our training develops practical leadership, safety-based behaviour, management and communication skills. Courses are typically highly practical and ‘hands-on,’ delivered using a coach approach to facilitation in safe but highly contextualised and challenging environments.

The Role: Primary Responsibilities

This is a highly responsible and challenging role within a dynamic, growing company. The Trainer/Coach will take a strong degree of personal responsibility for the quality of L&D programmes. The key responsibilities include:

- **L&D Delivery & Design:** Ensure the successful design, development, delivery, and review of Benchmark’s behaviour-based L&D programmes (including leadership, safety behaviour, communications, management, and competency development).
- **Facilitation & Coaching:** Facilitate practical tasks, scenarios, and activities. Apply a coaching approach when delivering L&D to groups of 8 to 16 delegates, or during 1:1 and team coaching sessions on client work-sites.
- **Assessment & Reporting:** Undertake participant assessment and development. Prepare and write good quality, timely reports and maintain effective management information.
- **Quality Assurance:** Undertake internal validation, external evaluation and customer feedback processes to drive continual improvement.

- **Stakeholder Engagement:** Manage, facilitate and attend meetings, conferences and workshops with programme stakeholders.
- **Flexibility & Travel:** Deliver L&D programmes at client sites across the UK, aligning with clients' out-of-hours rostered shift patterns, which include night-shift work and some weekend working.

Essential Criteria

- **Leadership Experience:** Demonstrable and strong experience as a front-line leader with departmental level management responsibilities.
- **L&D Delivery:** Experience delivering leadership, management, and other behaviour-based L&D programmes at a recognised centre of training excellence (public or private sector).
- **Qualifications:** Nationally recognised L&D qualification (e.g., QTLS, PTLLS, or CTLLS).
- **Coaching:** Nationally recognised Coaching & Mentoring qualification (Level 5).
- **Communication:** Experience producing independent, high-quality written reports/briefs and delivering high-quality oral briefings/presentations at middle management level.
- **Logistics:** Clean Driving Licence and own vehicle with Business Insurance (UK travel is essential).
- **IT Skills:** IT-literate with MS Word, MS Excel, and MS PowerPoint.

Desirable Criteria

- **Prior Experience:** Previous career experience in positions of leadership to add credibility and context to learning.
- **Safety/Assessment:** NEBOSH/IOSH or first aid qualifications/trainer qualifications. NVQ Assessor's and IV Award (D32/33 (A1) and 34 (V1)).
- **Professional Body:** CIPD or ILM qualifications or membership.

Personal Qualities

- **Communication Style:** Excellent natural ability as an L&D Trainer/Coach with an engaging and effective communication style.
- **Dynamic Approach:** A forward-thinking and dynamic person with a **"can do" attitude**.
- **Professionalism:** Articulate and highly personable with a high degree of self-confidence and business awareness.
- **Relationship Building:** Ability to build strong client relationships.
- **Conduct:** Demonstrate sensitivity to stakeholder needs and present arguments in a balanced, non-confrontational manner.

Contract Terms and Remuneration

- **Salary:** Gross salary of **£46,560 per annum**, commensurate with knowledge, skills, experience and qualifications.
- **Holidays:** 24 days annual holiday plus bank holidays.
- **Pension:** Auto enrolment Pension Scheme (statutory employer contributions apply).
- **Expenses:** Travel expenses covered. Additional weekend working rates apply.
- **Work Environment:** The role is client-facing and requires a mix of appropriate PPE, supplied by Benchmark, and smart dress for in client business development meetings. Due to the nature of client rosters, you should expect to spend several nights away from home each week.