

# Student Opportunities

**Keele**  
UNIVERSITY



**Opportunity exclusive to Keele students/graduates**



**Chartered Institution of Railway Operators**

## Chartered Institute of Railway Operators (CIRO)

**Role or job title** – Apprenticeship Business Development Officer

**Who can apply?** – Keele students graduating soon or already graduated

**Type of role** – Graduate role

**Closing date** – Sunday 26 May 2024, but early applications encouraged

**Ideal start date** – Mid-End June 2024 ideally, to be agreed with applicant

**Length of role** – Long term role

**Location of work** – Stafford office

**Salary/Hourly rate** – £26,000 - Reviewed following successful probation and training.

**Full time or Part time hours?** Full time hours

**Working hours** – 8am to 4pm, or 9-5pm. Following the training period, it may be possible to offer some hybrid working arrangements.

### Extra benefits

This role offers an exciting opportunity to gain hands-on experience in a fast-paced and evolving department while contributing to the business growth and development of CIRO more broadly.

- **Development Opportunities:** opportunities for growth, such as, skill-building workshops, fully paid apprenticeship Higher Education, networking with industry professionals and enthusiasts.
- **Flexible Work Arrangements:** Flexibility in work hours or remote work options
- **Supportive and Inclusive Culture:** CIRO is committed to creating a respectful, inclusive and empowering culture, valuing diverse perspectives. Transparent communication ensuring trust and engagement.
- **Health and Wellness Programs:** CIRO is committed to promoting positive health and wellbeing across the organisation. We have and continue to build our wellness initiatives. For example, Employee Assistance Programme, on site gym (reduced cost), developed mental health resources, trained well-being and safeguarding staff.
- **Staff Engagement:** CIRO encourages a collaborative environment fostering growth. Colleagues are encouraged to play an active part in the continued review and refresh of departmental working practices as well as contribute to broader conversations and business growth and development. Regular all staff team building days.
- Opportunity to contribute to the professional growth of railway professionals worldwide.
- 25 days annual leave (includes Christmas office closure) + bank holidays.
- Free car parking, Free refreshments

In partnership with:



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Careers and Employability, Keele University Library  
studentopportunities@keele.ac.uk  
[www.keele.ac.uk/internships](http://www.keele.ac.uk/internships) 01782 733403

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## Organisation Information

The Chartered Institution of Railway Operators (CIRO) exists to advance and promote the safe, reliable, and efficient operations of the railways, by improving the technical and general skills, knowledge, and competence of those engaged in the operations of the railways.

Connecting operators with fellow professionals, accessible learning resources and engaging events; our vision is to support improvement in the quality of the railway operations workforce and help railway organisations to succeed.

As part of our safer recruitment practice, we will be undertaking a DBS check and your employment is contingent on the outcome of that.

CIRO is an equal opportunities employer and is committed to creating a diverse and inclusive workplace where all employees are valued, respected, and treated fairly. We do not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or any other protected characteristic. [Chartered Institution of Railway Operators | CIRO | Rail Operations](#)

## Job Description

**'Looking for opportunities for growth, a healthy work-life balance and the chance to make a real difference?'**

Adam Fenton, Learning and Development Manager at CIRO, who graduated from Keele says "I had no idea that employment opportunities like this existed when I was studying at Keele, and had no prior experience of the railway industry - I have been fortunate enough to work internationally for the company in Australia, Canada and South Africa, whilst focussing my work on the continued success of our own academic programme. I have also learnt great leadership and business skills by example, from the pioneering colleagues around me - if you join CIRO you will be supported to develop a rewarding and interesting career with us".

As Business Support Officer, you will play a vital role in supporting the smooth operation of business processes and timely collection and reporting of performance data within the Apprenticeship Department. You will be responsible for assisting with administrative tasks, managing communication channels, coordinating schedules, and facilitating efficient workflow across the department.

This role is a new post within the CIRO Apprenticeship Department; offering an exciting opportunity to work with the Apprenticeship Management Team to embed effective systems and processes across the department to support our next phase of business growth and development.

You will represent CIRO in the workplace, promoting apprenticeships and other programmes, developing employer relationships and feeding back essential business intelligence and any concerns to your manager and the wider apprenticeship team.

## Key Responsibilities

- **Operational Support:**
  - Assist in the consistent implementation of day-to-day departmental processes and systems.
  - Maintain accurate records, databases, and filing systems.
  - Prepare documents, reports and presentations as needed.

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- Collaborate with team members to address operational challenges and find solutions.
- Engage with quality assurance procedures to ensure CIRO standards are met.
- Provide assistance to apprentices and their line managers by responding to enquiries, troubleshooting technical issues, and facilitating a productive learning experience.
- **Evaluation and Feedback:**
  - Assist in collecting and analysing feedback from apprentices to evaluate programme effectiveness and identify areas for improvement.
- **Communication Co-ordination:**
  - Serve as a central point of contact for external communication.
  - Co-ordinates meetings and appointments.
  - Ensure timely dissemination of information to colleagues, employers and relevant stakeholders.
- **Customer Service**
  - Provide excellent customer service to internal and external stakeholders.
  - Respond to enquiries and resolve issues in a timely and professional manner.
  - Ensure a positive customer experience at all contact points.
- **Project Assistance**
  - Assist with the delivery and co-ordination of departmental projects.
  - Work with departmental managers to ensure deadlines are met and objectives are achieved.
  - Help monitor project progress and report on key metrics.

## Person Specification

- Any degree discipline considered.
- Proficient with ordinary functions of MS Excel and has systems confidence.
- Resilience and pro-activity in developing positive relationships with colleagues, apprentices and employers.
- Ability to present professionally, to build successful relationships and to represent CIRO in diverse environments.
- High level of administrative and IT skills and ability to use a range of IT software.
- Strong verbal and written communication skills.
- Excellent organisational and multi-tasking abilities.
- Ability to work independently and effectively manage and prioritise own workload.
- Ability to work effectively as part of a team.
- Attention to detail and accuracy in all tasks.
- Adaptability and willingness to learn new skills and technologies.
- Be proactive and solutions focussed.
- Knowledge of apprenticeships policy and practice e.g. relevant apprenticeship standards and assessment plans would be helpful, but not essential.
- Some knowledge of safety, quality, environmental, commercial and financial aspects of business operations would be helpful, but not essential.
- An interest in the rail industry and the employing organisations

## How to Apply

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# Student Opportunities



Please send your CV and a cover letter to Adam Fenton, Learning and Development Manager - [learning@railwayoperators.co.uk](mailto:learning@railwayoperators.co.uk). Please outline in your CV your motivation for applying.

You may wish to use the resources provided by Keele University to help you prepare your application:

- [Creating a CV](#) and then [Score your CV here](#)
- [Writing cover letters](#)
- If you would like your application reviewing before sending to the company you can [Book an appointment with a Careers Consultant here](#)

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