

# 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** – Development Coordinator (Awarding Organisation)

**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

### **Extra benefits**

- This role offers an exciting opportunity to gain hands-on experience in a fast-paced and evolving industry while contributing to meaningful initiatives, in a newly established part of the business.
- Development Opportunities: opportunities for growth, such as, skill-building workshops, fully paid apprenticeship Higher Education, networking with industry professionals and enthusiasts.
- Work life Balance: CIRO understand the value of a healthy work life balance and will offer flexibility within this role where this is possible.
- 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
- As part of our safer recruitment practice, we will be undertaking a DBS check and your employment is contingent on the outcome of that.

In partnership with:



Keele Internships  
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.

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, colour, 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".

This role has three main focuses to it – full training and support will be provided to you

1. You will work with CIRO's partner organisation (our Awarding Organisation) and provide system support to them, which will include:
  - Assisting customers, colleagues and associates in the user of CIRO Hub (Centre Management system).
  - Identification and implementation of maintenance and development activities on the Awarding Organisation data system.
2. As a Product Development Co-ordinator, you will be integral to supporting our educational initiatives across the company's wide spectrum of learning opportunities.
  - Your focus will be to assist in the development and delivery of assessment materials for CIRO qualifications and Endorsed programmes of learning.
  - You will have the unique opportunity to gain practical experience in instructional design, course development, and educational administration within the railway sector.
3. You will have the opportunity to work collaboratively across departments within the End Point Assessment Department - End Point Assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether an apprentice has developed the skills, knowledge and behaviours outlined in the apprenticeship standard.
  - You will play a crucial role in supporting our EPA department in product development and the departmental team.

## Key Responsibilities

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- **Course Development:** Collaborate with subject matter experts to develop curriculum outlines, learning objectives, and instructional materials for short courses and online programs.
- **Content Creation:** Assist in creating engaging and interactive training content, including presentations, videos, and other multimedia assets. Support the development in engaging content for training platforms, email newsletters, website updates, and promotional materials.
- **System Support:** Support the administration of our Hub system, including training and user management.
- **Quality Assurance:** Working with Subject Matter Experts to conduct quality checks on course materials to ensure accuracy, consistency, and alignment with learning objectives and industry currency.
- **Centre Support:** Provide technical assistance to Centre Users by responding to inquiries, troubleshooting technical issues, and facilitating a Centres experience on the Hub.
- **Data Analysis:** Assist in collecting and analysing data from assessment results, certifications to evaluate effectiveness and identify areas for improvement.
- **Operational Processes:** Participate in internal activities to continuously review and improve operational processes and documentation.

## Person Specification

- Any degree discipline considered
- Strong organisational and project management skills, with the ability to prioritise tasks and meet deadlines.
- Excellent written and verbal communication skills, with attention to detail.
- Proficiency in Microsoft Office Suite
- Ability to work independently and collaboratively in a dynamic environment.
- Interest in the railway industry and a passion for learning and development.
- A preferred but not essential requirement - and familiarity with learning management systems (LMS)

## How to Apply

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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