

# Student Opportunities

**Opportunity exclusive to Keele students/graduates**



**Chartered Institution of Railway Operators**

## Chartered Institute of Railway Operators (CIRO)

**Role or job title** – Learning and Development Coordinator

**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

Benefits:

This role offers an exciting opportunity to gain hands-on experience in a fast-paced and evolving industry while contributing to meaningful initiatives.

- **Development Opportunities:** opportunities for growth, such as, skill-building workshops, fully paid apprenticeship Higher Education, networking with industry professionals and enthusiasts.
- **Work life Balance:** 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.

### Additional Information

- Opportunity to contribute to the professional growth of railway professionals worldwide.

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- 25 days annual leave (includes Christmas office closure) + bank holidays.
- Free car parking, Free refreshments

## 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.

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

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## 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".

The **Learning & Development (L&D) Coordinator** will primarily work with the Learning and Development Team, Learners and Subject Matter Experts in running, recording and improving our online and short courses.

As a Learning and Development Coordinator at CIRO, you will be integral to supporting our educational initiatives across the company's wide spectrum of learning opportunities. Your focus will be assisting in the development of short courses and online programmes. This role presents a unique opportunity to gain practical experience in instructional design, course development, and educational administration within the railway sector.

This role will also offer the opportunity for cross-departmental collaboration with other areas of the business such as Marketing and Business Development. You will play a crucial role in supporting our marketing efforts to engage current members and learners and attract new ones.

## Key Responsibilities

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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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- **Course Development:** Collaborate with subject matter experts to develop curriculum outlines, learning objectives, and instructional materials for short courses and online programmes.
- **Content Creation:** Assist in creating engaging and interactive course content, including presentations, videos, quizzes, and other multimedia assets. Support the development in engaging content for social media platforms, email newsletters, website updates, and promotional materials.
- **Learning Platform Management:** Support the administration of our learning management system (LMS), including course enrolment, user management, and content uploads.
- **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.
- **Participant Support:** Provide assistance to course participants by responding to inquiries, troubleshooting technical issues, and facilitating a productive learning experience.
- **Evaluation and Feedback:** Assist in collecting and analysing feedback from course participants to evaluate programme effectiveness and identify areas for improvement.
- **Market Research:** Conduct research to identify trends, industry insights, and competitor strategies to inform marketing strategies and campaigns.
- **Event Support:** Provide support in organising and promoting events, including workshops, webinars, conferences, and member events.
- **Collaboration:** Collaborate with cross-functional teams including Membership, Marketing and Business Development.

## 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 - 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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