



Job Title: MHE Trainer

Reporting to: Warehouse General Manager

Purpose of the Role

To deliver, coordinate and maintain high-quality forklift and materials handling equipment (MHE) training across ILG operations, ensuring all operators are trained, competent and compliant with company procedures, health and safety standards and industry best practice. The Forklift Trainer will play a key role in promoting a culture of safety, continuous improvement and operational excellence.

Key Relationships:

- Warehouse Managers
- Operations Managers
- Warehouse Team Leaders
- Warehouse Operatives
- Health & Safety Team
- People Team
- External Training and Accreditation Bodies

Key Responsibilities

- Deliver forklift and MHE training, assessments and refresher programmes to operators across the business.
- Conduct practical and theoretical assessments to ensure operator competence.
- Provide induction training for new starters relating to MHE operation and warehouse safety.
- Maintain accurate training records, certification documentation and competency matrices in partnership with the Learning & Development Team, ensuring all training records and copies of certificates are provided for central recording and employee training files.
- Monitor operator licence expiry dates and coordinate refresher training requirements.

- Carry out workplace observations and coaching activities to reinforce safe working practices.
- Support investigations into accidents, incidents and near misses, identifying any additional training requirements.
- Ensure training activities comply with current legislation, company policies and industry accreditation standards.
- Develop and update training materials, guides and operating procedures as required.
- Work with operational management teams and the Learning & Development Team to identify skills gaps and training needs.
- Support the development and implementation of Safe Systems of Work and risk assessments relating to MHE activities.
- Promote a positive health and safety culture throughout all warehouse operations.
- Keep up to date with changes in training standards, legislation and best practice.
- Provide timely updates to the Compensation & Benefits Team regarding course completions, licence expiries, suspensions, withdrawals or any other changes that may impact forklift-related allowances.

Performance Standards

- All training delivered to agreed company and accreditation standards.
- Accurate and timely maintenance of training records and compliance documentation.
- High levels of operator competence and compliance across all warehouse operations.
- Training completed within agreed timescales and business requirements.
- Positive contribution to site safety performance and reduction in MHE-related incidents.
- Effective relationships established with managers, trainers and operational colleagues.
- Continuous improvement opportunities identified and implemented.
- Accurate and timely submission of training records, certification documentation and course completion information to the Learning & Development Team and Compensation & Benefits Team.

Skills & Experience Required

Essential

- Qualifications across multiple truck types including Reach, Counterbalance, Bendi, VNA, PPT and LLOP.
- Previous experience delivering forklift or MHE training within a warehouse, logistics or manufacturing environment.
- Accredited RTITB, ITSSAR, NPORS or equivalent Forklift Instructor qualification.

- Strong knowledge of warehouse operations, MHE safety and health and safety legislation.
- Excellent communication, coaching and presentation skills.
- Strong organisational and administrative skills.
- Proficient in Microsoft Office applications.
- Ability to maintain accurate records and reports.
- Full UK driving licence.

Desirable

- Experience delivering Manual Handling training.
- Experience supporting audits and compliance activities.
- Knowledge of warehouse management systems and learning management platforms.

Personal Characteristics

- Passionate about developing others.
- Safety-focused with a strong attention to detail.
- Positive and professional approach.
- Strong interpersonal and influencing skills.
- Proactive and self-motivated.
- Able to work independently and as part of a team.
- Flexible and adaptable to changing business needs.
- Committed to continuous improvement.