



## Vacancy

### **Instructor Trainer/Auditor Monitor - SOUTH WALES**

Do you want to work for a company where people really do matter?  
Do you thrive on being in a busy work environment with a supportive team?  
If you answered yes, then NPORS Ltd may be the company you are looking for.

Trading since 1992, NPORS is one of the UK's leading accreditation and registration bodies working across the construction, industrial, utilities, warehousing and distribution, agricultural, ports and marine sectors. We pride ourselves on setting the standards by providing inclusive, high quality, accredited training across industry, aspiring every generation and ensuring everyone gets home safely.

Due to continued expansion, we are currently looking for an Instructor Trainer/Auditor Monitor to join our South Wales Office – ideally you will be located within commuting distance of our Bridgend office.

We are looking for a positive, well presented, and professional individual with excellent communication skills and ability to build positive working relationships with our own staff and our Instructor, Training Provider and Employee customer base. You will be responsible for undertaking the delivery of our instructor courses, namely the T001 Instructor course, provide technical support for internal queries, support course development and undertake the auditing and monitoring process of NPORS training providers, instructors and registered centres as and when required, to ensure NPORS excellent standards at all times.

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#### **NPORS Ltd.**

12-14 Brunel Court, Rudheath Way, Gadbrook Business Park, Rudheath, Northwich, Cheshire, CW9 7LP  
01606 351240 | [info@npors.com](mailto:info@npors.com) | [npors.com](http://npors.com)

Registered in England No.03427694 | VAT Registration No. 480229943 | Registered office: 12-13 Brunel Court Rudheath Way, Rudheath, Northwich, England, CW9 7LP



**Key responsibilities of the role include but are not limited to:**

- Deliver 10 - or 5 - day instructional techniques courses as required at our South Wales office and various locations for new and existing instructors
- Undertake general administration tasks to support the Quality and Technical department, such as report writing, spot checking testing material, updating the internal database, producing and issuing paperwork ahead of quality assurance visits and examinations
- Liaising with training providers, clients and fellow colleagues to ensure queries are resolved and we deliver excellent customer service and satisfaction at all times
- Provide technical advice as appropriate to support the resolution of queries and the development of new courses
- Support the development of new courses and course material
- Undertake auditing, monitoring and quality assurance visits to ensure training is delivered within NPORS standards and policies at all times as and when required
- Ensure the completion and upload of all relevant documentation and paperwork as a result of visits

A full job description can be provided on request.

Please note, this role will be predominantly office based but will require travel across the UK for site visits and occasional visits to the other NPORS offices and on some occasions potential travel overseas. The ability to stay overnight as required is essential for the role. The successful candidate must have access to their own vehicle and hold a valid driving licence.

**Benefits**

- Employee Assistance Programme
- Commitment to well-being
- Loyalty bonus of £500 after 5 years' service
- Discretionary Profit share at the end of the year
- Holidays – 32 days inclusive of bank holidays and a day for birthday
- Hours of work – 40 hours per week (a 30-minute unpaid lunch break) to be worked flexibly to meet business need
- Full training will be provided and further development is available
- Our people matter – One NPORS

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## Our Values

- We work as a team because everyone matters
- We own our mistakes
- We deliver our promises
- We work to the highest quality standards
- We go above and beyond

This is a permanent position subject to successfully completing a 6-month probation period.

Salary – Competitive dependent on experience.

Start Date – Ideally looking for someone to start September

If you are interested in this opportunity and would like to make a positive contribution to help ensure NPORS grows its Quality/Technical department, please send your current c.v. to Cherise Duffy, HR Manager, at [cheriseduffy@npors.com](mailto:cheriseduffy@npors.com) by no later than 4.30 pm on 29<sup>th</sup> September 2023.

We are committed to equality of opportunity for all staff and applications from suitably qualified individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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<b>Person Specification and Qualifications</b>	
<b>Qualifications/Relevant Experience</b>	
Qualified in NPORS Instructional Techniques or equivalent with evidence of delivering training in either the Construction or Materials Handling Sector	<b>Essential</b>
A clean NPORS Registration record	<b>Essential</b>
Proven Instructor experience of at least 12 months	Desirable
Auditor Qualification – ISO 9001 or above	Desirable
H+S Qualification	<b>Essential</b>
L3 Award in Education and Training or above	Desirable
Assessors Qualification	Desirable
<b>Skills</b>	
Experience of facilitating groups and communicating information in learning environments	<b>Essential</b>
Experience of reviewing and quality assuring established processes and course content	Desirable
Ability to communicate effectively (both written and verbal) and build positive working relationships with stakeholders at all levels	<b>Essential</b>
Excellent coordination and organisational skills	<b>Essential</b>
Effective presentation skills	<b>Essential</b>
Excellent time keeping and ability to prioritise workload	<b>Essential</b>
Excellent administration skills	<b>Essential</b>

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<b>Person Specification and Qualifications</b> (Continued)	
<b>Skills</b> (Continued)	
Ability to multi task and work under pressure	<b>Essential</b>
Excellent attention to detail	<b>Essential</b>
Ability to work independently and as part of a team	<b>Essential</b>
Ability to build positive working relationships with stakeholders at all levels, maintaining NPORS professional standards	<b>Essential</b>
Experience of working with and maintaining databases	<b>Essential</b>
Working knowledge of using IT packages including Microsoft Office – in particular Word, Excel, PDF and Microsoft Outlook	<b>Essential</b>
<b>Other</b>	
Valid driving licence and access to own vehicle	<b>Essential</b>
DBS check either through update service or NPORS will undertake on your behalf	<b>Essential</b>
Willingness to undertake weekly travel within the UK, overseas travel as and when required and a willingness to undertake overnight stays as and when required	<b>Essential</b>

Please note: This document indicates those attributes that are considered to be **essential** to undertake the duties and responsibilities of this post and those that are merely **desirable**. If you do not possess any of the attributes that are **desirable**, this does not mean that you will not be considered for interview or subsequent appointment.

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