

# Human Resources

## Position Description



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<b>Position Title:</b>	SEE Program Training Coordinator (RTO)
<b>Accountable To:</b>	Executive Manager – Training Services
<b>Location:</b>	Status Training Service Delivery Sites
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

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### **Position Overview**

The SEE Program Training Coordinator supports the RTO, trainers, assessors and administration staff achieve excellent service delivery with their comprehensive training, delivery and assessment knowledge to ensure the Organisation's success as a provider of quality training and assessment. This role will assume responsibility for day to day delivery and assessment activity, including leading trainers, assessors and administrators to ensure contractual performance is maximised and Participant service delivery is of an excellent standard.

### **Personal Attributes**

You will be a mature minded individual with a high level of interpersonal communication and exceptional organisational skills. You will possess liaison and negotiation skills and be able to build strong relationships with a broad range of key stakeholders. You will be a team player with the ability to show initiative and professionally represent the organisation. You must be a flexible, outcome focused individual possessing a can-do attitude. You will also have the ability to understand complex government contracts and interpret them in the context of the site's service delivery.

### **Responsibilities**

The SEE Program Training Coordinator is responsible for:

#### **People:**

- Providing Curriculum /Training Package co-ordination and advice for the delivery and assessment staff
- Scheduling of Pre-Training Assessments, program delivery, reviews and audit
- Providing leadership for training and learning strategies
- Ensuring sites are adequately resourced during period of leave, absence or high work load as require
- Delivery of classes as backup for staff during periods of leave
- Leading the internal ACSF and DLSF verification, moderation, task development and alignment activities
- Overseeing the development and distribution of resources
- Industry consultation for the provision of training programs
- Manage site issues and Participants needs in accordance with the government authority and Organisational policies and procedures
- Conducting site meetings and professional development as required
- Conducting administrative activities consistent with contractual and legislative requirements, and Status Training Services procedures
- Participating in professional development and training as required

#### **Performance:**

- Maximising sites performance by fully understanding contractual requirements and performance targets set by the Organisation and Government authority
- Overseeing the day-to-day operations of the contract region activity
- Co-ordinating staff development of learning and assessment resources
- Co-ordinating assessment, validation and moderation activity in accordance with The Standards for Registered Training Organisations and government contractual guidelines
- Ensuring the government authorities and Organisational Key Performance Indicators (KPI's) are met
- With the RTO Management team and training and delivery staff, develop strategies and action plans to rectify and any gaps in performance and service delivery
- Provide support and advice to training and delivery staff on contract program matters
- Assisting with RTO audits

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### **Profit:**

- At site level, and contract region level, maximise program claiming in accordance with attendance and the government authority guidelines
- Maximising SEE program referrals and commencements in the contract region
- Support site engagement activities to maximise Participant attendance
- With the RTO Management team, develop and implement strategies that generate improvements to any attendance deficiencies identified.

### **Quality:**

- Ensure contractual compliance is in accordance with the Government authorities requirements, ISO 9001 and the Australian Privacy Principles
- Conduct service delivery and administrative activities consistent with contractual and legislative requirements, RTO Standards 2015 and Organisational process and procedures
- With the assistance of HR and QA staff, ensure that the Organisations Quality Management System is implemented and adhered to, satisfying internal and external auditing requirements
- Ensure all relevant documentation and administration is stored securely to adhere to relevant legislation.

### **Other:**

- Promote Eighty9 Limited and maintain a high profile and professional company image
- Participate in professional development and training as required
- Involvement and participation in Eighty9 Limited meetings and functions as required
- Out of hours contact person for staff
- Other duties as directed by the Executive Manager – Training Services

### **Quality Standards, Regulations and Responsibilities:**

The SEE Program Training Coordinator is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The VET Quality Framework
- Government Authority Contractual requirements
- ISO 9001
- ISO 27001
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012

### **Qualifications:**

- Certificate IV in Training and Assessment, or higher. VET qualification
- Extensive Training Services experience in a similar role is required.

### **Key Skills/Attributes required to fulfilling position:**

- Ability to interpret The VET Quality Framework and government contracts
- Excellent organisational skills
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- High level of business acumen
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Advanced computer skills

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### **Desirable Skills/Attributes:**

- Experience working with special needs Participant groups such as people with a disability, non-English speaking background, drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable.

### **Additional Factors:**

- Drivers license essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- Completed Covid-19 vaccination schedule
- This position may require occasional attendance at meetings or training outside normal business hours.

### **Selection Criteria**

- Highly developed communication, interpersonal and liaison skills.
- Extensive experience in Training Services with proven abilities to perform roles of considerable responsibility
- Proven ability to work as part of a dynamic, targets and outcomes focussed team as well as operating autonomously.