

POSITION DESCRIPTION

POSITION TITLE:	SDC Trainer
LOCATION:	Southport
REPORTING TO:	SDC Manager
DEPARTMENT:	AASN

PURPOSE STATEMENT

The purpose of the SDC Trainer is to support The BUSY Groups performance of the Australian Apprenticeships Support Network Program with a particular focus on the activities of the National Service Delivery Centre. This role is required to monitor and review compliance, provide continual improvement of processes and procedures and train employee on skills gaps and contractual requirements.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the SDC Manager

PRIMARY DUTIES

- Coordinate the development, delivery and evaluation of staff learning and development programs and the implementation of a quarterly review process.
- Assisting in the day-to-day coaching, learning & development of the SDC staff.
- Assisting team leaders to conduct desktop monitoring to review the performance of SDC to ensure all contractual KPIs are being met and to identify any individual/group learning gaps and develop strategies to remediate identified issues.
- Review existing documentation stored within the document information system and create new documentation when relevant.
- Implement various learning methods (e.g. coaching, job-shadowing, online training).
- Design and deliver e-learning courses, workshops and other trainings.
- Identify areas for improvement and design and implement systems and processes that enhance the efficiency of the Service delivery centre and the various teams.
- Design and develop technical documentation and user manuals ensuring ease of use.
- Consider learning objectives, consult with subject matter experts and source relevant information to develop relevant content.
- Contribute to ensuring BUSY At Work is successful in all aspects of compliance when monitored by Australian Government personnel.
- Continual improvement of processes and procedures through review and development to meet the ever-changing requirements of the AASN contract.
- Make recommendations of changes to procedures or practices based on audits.
- Understanding for the application of legislation and its relevant acts.
- Proactively improve procedures and practices and report significant breaches.
- Ensure training and awareness of compliance requirements for all staff.
- Conduct initial and ongoing developmental training for BUSY At Work SDC personnel.
- Actively participate in the development of strategies and procedures to respond to changing government policy guidelines. Ensure that training reflects current government policy and administrative guidelines.
- Monitor, review and report on training and progress of staff.
- Build strong relationships with key stakeholders to gain support & involvement in training.
- Participate as a member of an extended service team in line with organisational values.
- Manage own workload, ensuring that timeframes are strictly adhered to and KPI's are achieved as set by management.
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

- Good knowledge of Australian Apprenticeships and/or knowledge of Vocational Education and Training industry highly desired.
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures, and contractual and statutory requirements.
- Ability to interpret and implement policy guidelines and design training accordingly.
- Well-developed interpersonal and communication skills (including the ability to effectively liaise and report with management and other staff throughout BUSY At Work).
- Demonstrated ability to meet strict guidelines within established time frames (including prioritising workloads, analytical thinking and problem solving skills).
- Positive approach to a continual changing work environment & continuous improvement.
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations.

- Highly detail oriented, ensuring accurate inputting of information.
- Strong organisational skills & time management skills.
- Strong customer focus & a desire to be a part of a customer service organisation.
- Desire to be a part of a growing, high achieving, successful organisation.

QUALIFICAITONS

- Minimum 2 years' experience in similar role is desirable.
- Tertiary qualifications in a relevant discipline, preferred but not essential.
- Certificate IV Training and Development (TAE40116).

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____