

Position title	Trainee Trainer / Administrator (Part time)
Employee name	Vacant
Department/Service	People and Culture
Location	Thurgoona
Position reports to	Learning and Development Manager
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Traineeship – Part time hours (>30 hours per week)

Work Environment (e.g., Office based, Residential based, Community based)
This role is primarily based at Mercy Connect Corporate Office in Thurgoona. Some travel may be required to various Mercy Connect sites and locations.

Mercy Connect Values	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

Role Purpose	<p>Reporting to the Learning and Development Manager, the Trainee Trainer / Administrator is responsible for providing training and administration support to the Learning and Development (L&D) and People and Culture teams.</p> <p>The role is responsible for maintaining highly efficient administrative processes to ensure quality customer experiences for both internal and external customers and the efficient operation of the L&D function. Additionally, the role will be required to deliver training materials under supervision of the L&D Manager or delegate.</p>
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<p>Key Selection Criteria Essential</p>	<ul style="list-style-type: none"> • The willingness to complete a Certificate III or IV in Business Administration and a recognised Trainer Presentation skill set. • Exceptional attention to detail, time management and organisational skills. • Ability to manage conflicting priorities and work to deadlines. • High levels of verbal communication skills, including the willingness and capability to deliver training in group settings. • Well-developed written skills and ability to prepare training materials across a range of mediums. • Ability to work independently and as part of a team. • Demonstrates initiative to improve business outcomes.
<p>Experience and qualifications</p>	<ul style="list-style-type: none"> • Provide First Aid Certificate or willingness to obtain one • Experience in database management and proficient in Microsoft Office Suite (word, excel, powerpoint). • Extensive experience in customer service / client relationship management, preferably in a social services environment.
<p>Other requirements of the role.</p>	<ul style="list-style-type: none"> • Must meet the Traineeship eligibility criteria as required by Training Services NSW • Current and valid drivers' licence • NSW Working with Children check or willingness to obtain one • NDIS workers screening clearance • NDIS workers orientation • Completion of mandatory internal training.

Role Priorities

<p>Role Priority 1: Deliver excellent customer service and highly efficient administrative processes which contribute to positive learner outcomes and stakeholder engagement.</p>	
Behavioural Guidelines	Evidence (KPI)
<p>Provide assistance to the L&D Manager to coordinate internal training materials / resources in accordance with the annual training calendar.</p>	<ul style="list-style-type: none"> • Training resources are printed, collated and distributed prior to the commencement of training. • Presentations are formatted and current. • IT requirements are arranged prior to the commencement of training.
<p>Liaise with relevant stakeholders to ensure attendees are rostered / booked to attend training.</p>	<ul style="list-style-type: none"> • Attendees are confirmed prior to training via rostering / relevant Leaders. • Training shifts are created in rostering system. • Reminder notices are sent as required. • External training bookings are made and communicated.
<p>Use the LMS to its full capability, ensuring all training information is accurate and current.</p>	<ul style="list-style-type: none"> • Course information and attendances is recorded in the LMS in a timely manner.

	<ul style="list-style-type: none"> All training data recorded in the LMS in current and accurate. Attendance records are recorded in the Learner Management System (LMS).
Assist the L&D Manager to produce training reports which provide current and accurate information relating to staff personal and professional development.	<ul style="list-style-type: none"> Training reports by location are accurate. Relevant reports are produced monthly and given to the L&D Manager for distribution. Training documents (both electronic and hard copies) are filed in accordance with document management guidelines.
Champion the LMS to staff and provide ongoing education and support to all users.	<ul style="list-style-type: none"> User profiles are created prior to a new staff commencing employment. Staff enquiries relating to the LMS are responded to in a timely and professional manner. Password reset requests are promptly actioned. System and process issues are reported and/or escalated in a timely manner.
Ensure Mercy Connect training assets and resources are, professionally managed and maintained ensuring classrooms ready for use.	<ul style="list-style-type: none"> Training resource and equipment audits are completed post-training and restocked as required. Training rooms are kept clean, tidy, configured correctly and ready for use.
Provide general administrative support to the L&D Manager and People and Culture team which contributes to the overall effectiveness of the team.	<ul style="list-style-type: none"> Catering is arranged for all on-site training. Refreshment station is clean and fully stocked prior to training sessions commencing. Minutes of meetings are captured and circulated as requested. Other ad hoc tasks are completed as required.

<p>Role Priority 2: Assist the L&D Manager to develop and deliver innovative and best practice training programs which increase the capability of Mercy Connect staff while meeting regulatory and legislative requirements.</p>	
Behavioural Guidelines	Evidence (KPI)
Contribute to the development of training resources and programs which build on the skills and knowledge of Mercy Connect staff.	<ul style="list-style-type: none"> Training resources, including learner guides and presentations are accurate and current. Knowledge of best practice industry training is current. Knowledge of best practice induction / onboarding training is current. Contribution to training content. Attend meeting and take minutes/notes when required Assist with surveys and research when requested
Assist the L&D Manager to conduct Training Needs Analysis (TNA) to ensure customization of training based on organisation and learner needs.	<ul style="list-style-type: none"> TNA is mapped via location. TNA outcomes are collated and reported to L&D Manager or other leaders as required.

Support the L&D Manager to deliver training content in a professional and approachable manner.	<ul style="list-style-type: none"> • Feedback from attendees. • Attend Train the Trainer sessions as required. • Delivery of training content follows the user guides. • All relevant Trainer documentation is completed • Problems or concerns are escalated as required in a timely manner.
Assist with the coordination of funding arrangements with funding agencies and Registered Training Organisations (RTOs)	<ul style="list-style-type: none"> • Communication/consultation with all stakeholders throughout the claims process. • Management of reconciliations • Enrolments completed. • Escalate problems/concerns as required.

Role Priority 3: Deliver a positive customer experience by demonstrating a commitment to continuous improvement of self, systems and processes.	
Behavioural Guidelines	Evidence (KPI)
Fulfil all training obligations in accordance with Traineeship requirements.	<ul style="list-style-type: none"> • Traineeship is completed within agreed timeframes.
Demonstrate accountability for own performance and conduct in the workplace.	<ul style="list-style-type: none"> • Achievement of KPIs as agreed with L&N Manager. • Conduct is aligned to Mercy Connect's values. • Seek guidance and coaching when required. • Attend and contribute to meetings, training and Support and Supervision. • Attend relevant training and development programs.
Build positive and professional relationships with Mercy Connect staff and external stakeholders.	<ul style="list-style-type: none"> • Communication is respectful, and professional at all times. • Feedback from staff. • Resolution of issues and complaints.
Demonstrate initiative by recommending improvements to systems and processes.	<ul style="list-style-type: none"> • Process improvements are communicated and implemented.
Securely manage employee information to ensure all documentation and records are completed in line with company policies and procedures.	<ul style="list-style-type: none"> • Confidentiality of employee and company information maintained.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: