

## POSITION DESCRIPTION

<b>Position Title:</b>	Training Administrator
	Social, Community, Home Care and Disability Services Industry Award 2010 Level: 3
<b>Location:</b>	Gold Coast
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Permanent, Full-time (38 hours per week)
<b>Reports to:</b>	National Child Protection Training Manager



### **Our Vision**

To make Australia the safest place in the world to raise a child.

### **Mission Statement**

To prevent child sexual assault in our society.

### **Guiding Principles**

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

### **Guiding Values**

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

### **PURPOSE OF POSITION:**

The Training Administrator is responsible for the administrative support to National Child Protection Training Manager and the associated team.

The role is responsible for maintaining highly efficient administrative processes to ensure quality customer experiences for both internal and external customers and the efficient operations of the Training teams' functions.

### **Term of Appointment:**

Permanent full-time

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

#### **Reporting Relationships**

The Training Administrator reports to the National Child Protection Training Manager.

#### **Key Areas of Responsibility**

##### **Administrative Support**

- Document and file management e.g. soft and hardcopy filing of client records.
- Coordination of shared email inbox and calendars.
- Scheduling of team meetings and minute taking.
- Ordering of supplies, data entry and management of bookings calendar.
- Book business travel for Management.
- Prepare management information reports.
- Assist in the preparation of tender submissions.
- Any other administrative duties to support operational continuity.

##### **Client Relationships, Systems and Processes**

- Maintain highest client management standards from initial enquiry through to post service evaluation and follow up.
- Respond to enquiries via email, website and telephone.
- Triage new business enquiries, schedule client meetings for relevant team members and management.
- Ensure accurate data entry and management of customer relationship management database.
- Prepare proposals for potential clients.
- Prepare client service contracts.
- Liaise with Finance Department in the administration of accounts processes e.g. requesting invoices, reporting and expense requisitions.
- Liaise with Online Learning Support Coordinator to ensure both facilitated and online contractual elements are delivered efficiently.
- Ensure accuracy of team schedules and bookings calendars.
- Support management with ongoing contract management support to major clients as primary contact person, preparation of status reports, information updates, acquittals and planning contract renewal.
- Identify opportunities to promote Bravehearts' training services.
- Represent Bravehearts and deliver information about Bravehearts' services at relevant trade shows, information sessions and stakeholders.
- Coordinate marketing campaigns including coordination of collateral design for print and digital campaigns.
- Maintain sales and marketing materials, price lists, inventory and website content management.

#### **Service Delivery Coordination:**

- Ensure preparation cycles including evaluations are scheduled and deadlines met for training deliveries.
- Liaise with clients to confirm all service delivery related details e.g. time, date, location and AV requirements for all workshops and presentations.
- Book travel and related logistics for provision of services e.g. flights and accommodation for Facilitators.
- Provide thorough briefs for team members when travelling e.g. itinerary and client details
- Provide information technology and audio visual support to team members
- Creation and distribution of certificates of attendance and guidebooks for attendees who complete face to face workshops.
- Data entry of client evaluations.

#### **Other General Responsibilities**

- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Attendance at conferences/meetings/Bravehearts functions
- Meet and where possible exceed agreed personal Key Performance Indicators
- Participate in bi-annual performance appraisal sessions
- Participates in self-care activities
- Work as part of a team to attain Bravehearts' mission

#### **Qualifications/Experience:**

- Significant experience in social / human services sector or administration in schools
- Exceptional time management skills
- Significant experience in database management
- Extensive experience in customer service / client relationship management, preferably in a commercial or corporate setting.
- Tertiary qualifications in administration or business management is highly desirable.
- Understanding of child sexual assault (CSA) issues and trends in community sector relevant to CSA, particularly professional development and training needs in the sectors.

**Personal Qualities:**

- Detail oriented, highly organised and agile.
- Strong personal drive to succeed.
- Regularly demonstrates initiative to improve business outcomes.
- Strong sense of professionalism and high regard for client relationships.
- Possess integrity, sound judgement, empathy, and respect for all individuals.

**Skills and Abilities:**

- Exceptional attention to detail.
- Proactive and forward-thinking self-starter
- Ability to manage conflicting priorities and work to deadlines.
- Ability to provide exceptional client service through professional, friendly demeanour and intuitively understanding client needs.
- Strong skills in stakeholder engagement, managing expectations, negotiation and conflict resolution.
- High levels of verbal and written communication.
- Highly proficient in Microsoft Office Suite (Word, Excel, PowerPoint & Visio).
- Ability to rapidly acquire working knowledge of new software, information and audio visual technology
- Ability to work autonomously and part of a team.
- Candidates must possess a driver's licence.
- Must have or be willing to apply for a CCYP Working with Children Check (Blue Card) and National Police Certificate.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced sexual assault, their non-offending family members and primary caregivers.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I have read, agree and understand my position description. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_