

Human Resources

Position Description

Position Title: Training Development Officer

Accountable To: General Manager – HR & Training, and Training Manager – Business Development

Position Overview

The Training Development Officer is primarily responsible for assisting the growth of our Training business by assisting with the development of training products to meet our clients and corporate customer's needs. The role will also include ensuring AQTF compliance in all areas of Training, providing administrative support including assessment and training, as well as publishing of brochures and proposals.

Personal Attributes

A mature individual with a high level of interpersonal communication and organisational skills with the capacity to develop course materials that meet trainers and end users needs. Must have exceptional customer service skills, be a team player, possess the ability to work under pressure and manage time constraints effectively within competing demands. An individual with a demonstrated ability to show initiative and who will professionally and ethically represent the organisation.

Responsibilities

The Training Development Officer is responsible for:

Duties:

- Liaising and building positive relationships with staff, clients, employers and external organisations with the objective to grow our training business
- Assisting in the development, preparation, delivery and evaluation of new and innovative training workshops to unemployed, indigenous, migrant and corporate groups
- Contributing to the design and implementation of flexible training delivery projects
- Creating marketing and informational materials ensuring compliance with corporate guidelines
- Managing the efficient and smooth delivery of traineeships and other funded programs
- Project managing and participating in special departmental projects.
- Ensuring compliance with legislative/regulatory obligations of a Registered Training Organisation in relation to course development, delivery and assessment, and student record maintenance.
- Assisting to Manage the relationships and performance of all contracted trainers and assessors in line with AQTF and Training Works guidelines.
- Participating in assessment moderations and quarterly reviews
- Ensuring that all Training is in line with specified contracts and MAXNetWork philosophy and quality standards
- Promoting MAXNetWork services and maintaining a high profile and professional company image
- Participating in professional development and training as required
- Involvement and Participation in MAXNetWork meetings and functions as required
- Other duties as directed

Quality Standards, Regulations and Responsibilities

The Training Development Officer is responsible for ensuring that the following regulations, standards and codes are complied with:

- AQTF and MAXNetWork Training legislative, compliance and quality requirements
- The Company's Quality System
- The Company's Policies and Procedures
- MAXNetWork's Responsibilities/Authority Matrix
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

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SELECTION CRITERIA

Qualifications

Certificate IV in Assessment and Workplace Training essential

Qualifications in any of the following disciplines are preferred: Business; Behavioural Science; Human Resource Management; Training; Education; Employment Services; Security; Senior First Aid. Alternately, industry/practical experience with demonstration of the above mentioned competencies.

Key Skills/Attributes required to fulfil position

- Experience in developing course materials including trainers guides and assessments
- Exceptional customer service skills
- Advanced Computer skills including Word, Excel, PowerPoint and publishing
- Strong business relationship skills
- Excellent oral and written communication skills
- Proven group facilitation skills
- Knowledge of AQTF standards
- Strong organisational and procedural skills
- Excellent ethics and strong team player
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information

Additional Factors

- Intrastate and Interstate travel is a requirement of this position
- This position may require occasional attendance at meetings or training outside normal business hours