

Position Description

POSITION TITLE:	Workforce Development Officer
POSITION TYPE & TENURE:	Permanent Full Time
PROPOSED PAY GRADE:	4
REPORTS TO:	Head of Workforce and Sector Development
DIRECT REPORTS:	Nil
LOCATION:	Remote/Hybrid or Work from Office in Sydney or Melbourne

ABOUT NO TO VIOLENCE

No to Violence is the Australian peak body for organisations and individuals committed to ending men's use of family violence. We support specialist men's family violence specialist services and operate the national Men's Referral Service (MRS), a 24/7 telephone and online counselling and referral service. We undertake research, training and advocacy and work with governments, employers and business to stop family violence at the source. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals, and communities are safer.

POSITION SUMMARY

Reporting to the Head of Workforce and Sector Development, this role operates as the first point of contact for all NTV training related matters and is responsible for co-ordinating NTV's training activities across Australia (in consultation with team members, trainers and external stakeholders) to ensure the timely and effective scheduling and delivery of high-quality training to internal and external customers.

More broadly, the Workforce Development Officer supports the day-to-day administration needs of the Workforce Development Team, and the Head of Workforce and Sector Development.

DELIVERABLES

Training Scheduling

- Monitor and respond to training enquiries (phone/email) cancellations, and rescheduling across all communication channels for all programs.
- Prepare training quotes for organisations requesting workplace training.
- Maintain accurate records of training requests, training quotes and confirmed bookings.
- Manage online registrations, confirmations, waiting lists and reminders for scheduled events.
- Negotiate training delivery (location/dates) with external stakeholders.
- Allocate and schedule training practitioners to training programs across Australia, in accordance with their areas of specialism/expertise and availability.
- Work with the Workforce Development Team members to regularly schedule public training events and ensure they are added to the NTV training calendar.
- Book venues, catering, flights, accommodation, and resources within budget, as required.
- Work with NTV Events and Promotions team to promote upcoming training events.

Trainer Support

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- Print and collate training materials.
- Prepare and collate participant evaluation forms and prepare summary reports as required.
- Contribute to ongoing improvement (processes and systems)
- Ensure that trainers receive course information in a timely manner e.g. venue information, participant attendance lists etc.

Expenditure Tracking

- Record expenditure on the administration of training activities, including venue and catering costs.
- Process training related invoices in a timely manner.
- Assist with the preparation of project reports as per reporting schedule.
- Administration of processes e.g., accounts, invoices, reporting and expense requisitions, contracts

Coordination

- Coordinate activity for the Swinburne Graduate Certificate program including following up assessors re outstanding marking and liaising with Swinburne about all course related administrative matters.
- Liaise with clients and potential clients and coordinate diaries to arrange meetings with NTV team members to discuss current training and potential new partnerships
- Set up and provide MS Teams/Zoom links and logins for each online training session and communicate these to registrants and trainers.
- Monitor and respond to enquiries about Graduate Certificate program.
- Assist prospective students through the application process.
- Coordinate the availability of NTV trainers for the program delivery.
- Monitor enquiries regarding the assessment/student support and direct enquires to the appropriate parties.
- Assist with the preparation of training materials.
- Undertake other appropriate coordination and administrative duties as required, to support operational continuity.

WHAT WE ARE LOOKING FOR IN THIS ROLE

Skills, Knowledge and Experience

- Proven experience of providing quality and professional administrative support services in a busy and professional environment.
- Outstanding communication and interpersonal skills, including the ability to relate effectively with a range of internal and external stakeholders.
- High level of proficiency in the use of the Microsoft Office suite and database/information management systems
- Proven organisational skills, including the ability to manage conflicting priorities and deliver work requirements within identified timelines.
- Accurate and details-focused approach.
- Well-developed written skills, including an ability to prepare routine correspondence and work-related reports.

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- Experience of handling sensitive and confidential information in an appropriate manner
- Ability to work independently with minimal supervision and as part of a small, dedicated team.
- Interest in taking initiative to improve systems, processes and outcomes.

Qualifications/Competencies/Licences

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

EXPECTED FOR ALL NTV STAFF

- Act in accordance with NTVs code of conduct, policies and procedures and is committed to NTVs vision, mission, values and service standards.
- Promote a 'safety first' culture and acts in accordance with NTV health and safety policies and risk management systems.
- NTV values equity, diversity and inclusion and promotes an inclusive and collaborative work environment where all staff, volunteers and service users feel welcomed, respected and valued and encouraged to fully participate, irrespective of their individual differences in background, experience and perspectives.
- Be curious, reflective and open to continuous learning and new ways of working.
- Complete all mandatory training in a timely manner, to support the delivery of high quality, safe and effective services.
- Contributes to innovation, quality activities and continuous improvement and openly share information and knowledge to enable optimal outcomes for the organisation.

Signature of Job Holder _____ Date signed _____