

POSITION DESCRIPTION

Manager - SRS Training

EFT:	Full time, Permanent (<i>Part time considered</i>)
Portfolio:	Community Sector Products & Services
Reports to:	Manager - NGO Programs

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The SRS Training Manager is responsible for delivering high quality user training for Customers of our Client and Case Management solution (SRS).

Effective training of new users of the system is key to high adoption and acceptance of the deployment within NGO and Government customers and is directly linked to levels of customer satisfaction.

The SRS Training Manager will also develop and manage regular User Group sessions to ensure ongoing product enhancements are communicated to our customers and customer

feedback on our product is channelled back into our Product Ownership Group for consideration in future product enhancements. A strong User Group community will drive greater adoption by our customers and establish a strong barrier to our competitors.

The SRS Training Manager will need to develop a strong functional understanding of the product but not a technical understanding. Where needed, the Manager, Training will be supported by SRS Consultants and the Solution Architect who will address technical questions and issues should they arise.

The role will also work closely with the Applications Support Team and the Customer Engagement Team to identify training opportunities with customers.

Key working relationships

Internal

- » SRS Government and NGO Managers
- » Solution Architect
- » SRS Development Team Manager
- » SRS Delivery Team
- » Customer Engagement Team
- » Application Support team
- » Product Ownership Group

External

- » Customers and prospective customers of Infoxchange

Key duties and responsibilities

- » Develop and maintain appropriate training materials suitable for face to face and online training
- » Coordinate an SRS User Group(s) and run User Group sessions with representatives of SRS government and NGO customers
- » Work closely with the Solution Architect to track system improvements and impact on value proposition for customers and communicate to User Group
- » Deliver online and in person end user training and train-the-trainer sessions
- » Ensure timely responses to training business development opportunities in conjunction with Customer Engagement
- » Manage overall training commitments to ensure efficient utilization of resources
- » Drive standards and consistent application of training across our customer base
- » Train and support members of the Delivery Team to support and run in person and online user training sessions
- » Work within a culture of appropriate scope control and variation management so that timelines and costs are managed to overall training program objectives
- » Facilitate a culture of professional development and continuous improvement throughout training delivery and user engagement for Infoxchange

- » Consult and liaise with teams and key customers regarding opportunities, product enhancement requests and emerging training requirements

Key selection criteria

To succeed in this role at Infoxchange, you will demonstrate:

Essential

1. Able to demonstrate excellent presentation and training skills
2. Ability to develop effective training materials
3. Able to demonstrate excellent written and verbal communications skills
4. Demonstrated ability to build trusted relationships
5. Able to manage stakeholders at a variety of levels in government, non-government and community organizations
6. Demonstrated ability to work well with others, within teams and across internal teams
7. Proven customer engagement and business development capability
8. Proven experience rolling out results-focused, measurable training programs
9. Demonstrated knowledge of training methods and the ability to apply these as appropriate to the target audience

Desirable

10. A good knowledge or previous experience of working in the health and/or community services sector is desirable
11. Tertiary qualifications relevant to the position and/or demonstrated professional experience
12. Certificate IV in Training and Assessment or equivalent/greater qualification

Employment conditions

- » Working business hours with flexibility as required.
- » Located at the Infoxchange Richmond office, with travel as required. The role could also be delivered out of our Brisbane or Adelaide offices.
- » Terms and conditions as per employment contract.
- » Must complete a criminal records check.