
Position Title:	Humanitarian Training Coordinator
Location:	Carlton
Reports to:	Training Manager
Direct Reports:	0
Classification:	\$70,000 - 75,000
Employment type:	Full time
Last update:	July 2020

RedR Australia

RedR Australia is a humanitarian organisation that provides training and skilled people to work with communities to plan, prepare, rebuild and recover before, during and after disasters and conflict. RedR Australia maintains a roster of more than 750 technical experts across a range of skill profiles including Information management; protection; humanitarian coordination; public and clinical health including pandemic response; logistics; water, sanitation and hygiene; disaster risk reduction and disaster risk management; and communications.

RedR Australia manages **Australia Assists**, the Australian Government's humanitarian civilian deployment program, deploying technical specialists to help partners prepare for, respond to and recover from natural disasters and conflict globally.

Position Summary

Reporting to the Training Manager, the Humanitarian Training Coordinator will provide important business administration and coordination functions to support the delivery of RedR's core courses and tailored training offerings. RedR Australia's core course offerings include: Hostile Environment Awareness Training (HEAT); Essentials of Humanitarian Practice (EHP); Humanitarian Logistics in Emergencies (HLE); Water, Sanitation and Hygiene in Emergencies (WASH); and, Child Protection in Humanitarian Action (CPHA).

This position will:

- Contribute to ensuring full compliance with RedR Australia's contractual commitments as the manager of Australia Assists;
- Actively support the process of maintaining RedR Australia as a global leader in the delivery of the highest quality of humanitarian and safety and security training.

The Humanitarian Training Coordinator will act as an interface between RedR Australia and the public, on matters of relevance to training administration. A critical function of the role is to promote RedR Australia's global humanitarian training to potential customers by proactively following up on leads and requests for information. The Humanitarian Training Coordinator also acts as the administrative focal point for:

- a) Training participants as they make their way through the training pathway from an expression of interest, to course completion and beyond;
- b) Associate Trainers in the delivery of core courses as well as ad-hoc customised courses;
- c) Volunteers who are critical to the delivery of our residential, experiential week long courses;
- d) Our partners, from the government, non-government and private sector, who engage RedR Australia to deliver high-impact training to their staff and stakeholders.

A friendly disposition, an eye for detail, a genuine interest in people and a **positive, can-do attitude** is necessary for this position.

Key responsibilities

Training administration, course delivery and stakeholder management

Act as the key administrative focal point for the delivery of all RedR Australia courses including:

- Close liaison with the Training Programme Officer (TPO) in the planning and delivery of courses and backfill to the TPO when required; effective communication to, and coordination of interns and volunteers;
- Liaison with the finance team to support effective budget management in accordance with organisational policies; maintain tracking of the training budget and course expenses; ensure that invoices are promptly issued and payments are received;
- Coordinate the booking of training facilities and negotiate agreements on any ad-hoc course requirements;
- Provide on-site coordination and administrative support to the training team during the conduct of courses;
- Ensure (oversee) that Associate Trainer and volunteer contracts are drafted, distributed, signed and forward to relevant internal stakeholders; maintain a contacts register and provide guidance on volunteer and Associate Trainer planning;
- Attend to trainer, volunteer or participant medical and insurance matters as and when required.

Information, knowledge management and MEAL

- Maintain policies and procedures in accordance with good practices and support information systems management; ensure the systematic filing of documentation relating to training participants.
- Work closely with other core functional units of the organisation, including operations, finance, and strategy and impact, and contribute to the ongoing improvement to systems of work and the overall effectiveness of the training service.
- Create and disseminate at regular intervals a calendar of training activities to ensure full organisational visibility.
- Maintain participant schedule for each course using the functionality of a business information system.
- Contribute to the ongoing effectiveness and relevance of RedR Australia's training offering by working with the MEAL section to collate data from training evaluation forms and provide summaries for internal distribution. Collate statistics and notes for input into reporting requirements of training service.
- Liaise closely with Strategy and Impact section regarding reporting requirements for Australian Assists obligations.
- Provide input into the design and functionality of existing or new business information systems to ensure that they meet the business requirements of the training team and integrate with other services, such as finance.
- Attend and represent Training Service at various internal and/or external meetings.
- Strengthen relationships with Associate Trainers, Volunteers, and external stakeholders, such as other humanitarian NGOs, corporate partners and other partners related with the training activity;

Operations Function

- Respond to queries from the public and staff on information relating to RedR Australia, Australia Assists, or any other issue that may arise.
- In the event of an emergency or large-scale sudden onset disaster, be available to surge to any other area of the organisation including to our Middle East and Africa or Pacific regional office as and when required.
- Foster a strong team culture defined by a commitment to quality, service and on-going learning and reflection; ensure effective and constructive communication with other work streams within the department including recruitment, deployment and regional management.
- Engage in and initiate ideas for continuous process improvement to enhance Australia Assists program efficiency, delivery and performance.
- Ensure that all RedR policies are observed in all aspects of work. Contribute to strategic planning process, business process improvements and an ongoing process of organisational change.
- Ensure that any risks (program, operational, political, and reputational) to the implementation of the Australia Assists program is escalated to the Training Manager and Director of Operations.
- Attend and engage in regular team or all-staff meetings (including remotely) when required.
- Undertake the duties of the Training Manager in their absence
- Other duties as required

Qualifications, knowledge, experience and essential requirements

Qualifications

- Qualifications in Business Management, Education, International Studies, Administration or similar discipline or significant experience in lieu of formal qualifications.

Knowledge and Experience

Essential:

- At least three years, post qualification work experience in a similar role or a role where there is a strong administrative and stakeholder liaison component.
- Demonstrated ability to coordinate events.
- Demonstrated customer service skills and an ability to proactively follow up with prospective customers to achieve business targets within a timely manner.
- Demonstrated understanding of the fundamentals of budget and information management, including high-level MS Office skills and experience using databases.
- Demonstrated ability to work independently, demonstrate initiative and creativity, be resourceful and work effectively under pressure.
- Understanding of and commitment to the mission, vision and values of RedR Australia within the workings of the humanitarian not-for profit sector.
- Ability to undertake regular travel and to work additional reasonable hours during training (after hours, weekends and occasionally public holidays).
- Valid driver's licence. Right to work in Australia.

Desirable:

- Ability to speak another language.
- A knowledge and understanding of adult learning principles.

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position. This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the position holder/ incumbent.

Position Holder: Name _____

Signature _____ Date / /

Supervisor: Name _____

Signature _____ Date / /