
Position Title:	Training Program Officer
Location:	Carlton, Victoria (with working from home in Melbourne flexibility)
Reports to:	Training Coordinator
Direct Reports:	0
Award:	Clerks Private Sector Award 2020
Classification:	2
Employment type:	Full time Fixed Term
Last update:	July 2022

RedR Australia

RedR Australia is a leading international humanitarian response agency that selects trains and deploys technical specialists globally. RedR Australia provides skilled people and training to help communities prepare, respond and recover from crises and conflict. RedR Australia maintains a roster of more than 750 technical experts across a range of skill profiles including disaster risk reduction, emergency preparedness, and recovery and stabilisation activities in times of need. 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 Coordinator (or in their absence, the Global Head of Training), the Training Program officer will provide important administrative, and customer services functions, to support the delivery of RedR's core humanitarian training 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:

- 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, and
- Contribute to ensuring full compliance with RedR Australia's contractual commitments as the manager of Australia Assists.

The Training Program officer will provide both off course, and on course training administrative support to Associate trainers, Volunteers, external training staff and course participants. The Training Program Officer supports the Training Coordinator 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 numerous bespoke courses for clients;
- 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 world-class 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 support, course delivery and client engagement

- Act as an administrative focal point for the delivery of RedR Australia courses;

- Maintenance of training packages, version control, and training resources;
- Liaise closely with the other Training section staff in the planning and delivery of courses; effective communication with training venue staff, Associate trainers and volunteers;
- Assist with the booking of training facilities and negotiation of agreements on any bespoke course requirements;
- Provide administrative on-course and off-course support to the training team during the conduct of courses;
- Assist with the drafting and distribution of Associate Trainer and volunteer contracts;
- Attend to trainer, volunteer or participant medical and insurance matters as and when required.

Information technology, Information management and MEL (Monitoring, Evaluation, and Learning)

- Maintain a thorough working knowledge of the IT systems used in the Training section, including Salesforce, MS Office, Web based HTML, and ELMO hub;
- Adhere to policies and procedures in accordance with good practices and support information systems management; ensure the systematic filing of documentation relating to training participants;
- Contribute to the maintenance of the asset register of training equipment in Australia and regional offices;
- 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;
- Contribute to the ongoing effectiveness and relevance of RedR Australia's training offering by working with the MEL 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;
- 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;
- 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's training activities;
- 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;
- Ensure that all RedR policies are observed in all aspects of work;
- Ensure that any risks (program, operational, political, and reputational) are escalated to the Global Head of Training;
- Attend and engage in regular team or all-staff meetings (including remotely) when required;
- Other duties as required.

