

Hospitality LLND Trainer

SALTBUSH AT A GLANCE

Saltbush Social Enterprises (**Saltbush**) is a not-for-profit NT organisation that was developed in response to the critical need for grassroots opportunities that create prosperity parity for marginalised Territorians.

To learn more, visit www.saltbushnt.org.au

Job Title	Hospitality LLND Trainer
Saltbush Division	Skills for Education and Employment (SEE) Program
Location	Tennant Creek
Employment Type	Fixed-Term, Full time
Reports to	Tennant Creek Program Manager
Hours of Work	Normal business hours, with occasional additional hours as required to meet business needs, including some out-of-hours flexibility when necessary
Travel	Travel to regional locations where Saltbush operates may be required and will be planned in advance with mutual agreement
Compliance Requirements	National Police Clearance, NT Working with Children (OCHRE) Card, NT Drivers Licence and First Aid

PRIMARY PURPOSE OF POSITION

The Hospitality LLND Trainer is responsible for delivering engaging and culturally appropriate Language, Literacy, Numeracy and Digital (LLND) training within a hospitality-focused learning environment. Working as part of Saltbush's Skills for Education and Employment (SEE) Program, the Trainer supports participants to build the foundational skills, confidence and practical knowledge required to progress towards employment, further training and community participation.

The role combines accredited and non-accredited LLND and hospitality training, creating meaningful and relevant learning experiences that support participant engagement and achievement. The Trainer works collaboratively with Mentors, Course Coordinator, employers and external stakeholders to identify participant strengths, address barriers to learning and support positive outcomes.

The Hospitality LLND Trainer is committed to delivering high-quality training that is culturally safe, strengths-based and responsive to the diverse needs of participants.

KEY DUTIES & RESPONSIBILITIES

To ensure success in your role as a Trainer, you will:

Training Delivery & Participant Learning

- Deliver engaging LLND training aligned with SEE Program requirements and participant learning goals.
- Integrate hospitality training and practical learning opportunities to enhance literacy, numeracy and digital skills development.
- Develop lesson plans, learning resources and training activities that cater to varying learning styles, abilities and support needs.
- Create a positive, inclusive and culturally safe learning environment that encourages participation and confidence building.
- Support participants to develop workplace communication, customer service, teamwork, problem-solving and digital skills relevant to hospitality and employment pathways.
- Adapt training methods and resources to meet individual participant needs and learning goals.

Participant Support & Engagement

- Build positive and professional relationships with participants through a strengths-based approach.
- Monitor participant attendance, engagement and progress, implementing strategies to encourage participation and retention.
- Work collaboratively with Mentors to identify barriers to learning and develop practical solutions that support participant success.
- Provide encouragement, constructive feedback and tailored support to assist participants in achieving their goals.
- Refer participants to appropriate internal or external supports where required.

Assessment, Reporting & Compliance

- Conduct LLND assessments and learning needs analysis in accordance with SEE Program requirements.
- Maintain accurate attendance records, participant files, training documentation and progress notes.
- Monitor and report on participant outcomes, achievements and milestones.
- Ensure all training records and documentation meet contractual, compliance and audit requirements.
- Contribute to program reporting and continuous improvement activities.

Program Development & Industry Engagement

- Contribute to the development and continuous improvement of hospitality training resources and program content.
- Support practical hospitality activities, demonstrations and workplace simulations that reinforce learning outcomes.
- Build and maintain positive relationships with hospitality employers and industry stakeholders to support participant pathways into employment and work experience opportunities.
- Participate in team meetings, planning sessions and professional development activities.

Workplace Health & Safety

- Ensure training activities are conducted in accordance with workplace health and safety requirements.
- Promote safe work practices within classroom, hospitality and community-based learning environments.
- Identify and report hazards, incidents and risks in line with Saltbush policies and procedures.

Compliance, Confidentiality & Cultural Safety

- Ensure all work is undertaken in accordance with Saltbush policies, procedures and values.
- Maintain confidentiality and privacy of participant information at all times.
- Demonstrate cultural awareness, respect and sensitivity when working with First Nations participants, families and communities.
- Contribute to a respectful, inclusive and culturally safe workplace.

ESSENTIAL SELECTION CRITERIA

- Hold a current Certificate IV in Training and Assessment or equivalent, compliant with the national requirements for delivering and assessing vocational education and training or currently completing this qualification.
- A minimum of five years' experience facilitating foundational skills delivery or transferring soft skills through dynamic, structured and adaptable learning activities.
- Relevant hospitality qualifications, or equivalent industry experience, with the ability to apply practical knowledge in a training environment.
- In-depth understanding of the Australian Core Skills Framework (ACSF) and Digital Literacy Skills Framework (DLSF) to drive effective learning outcomes
- Demonstrable expertise in the vocational contextualisation and assessment of the core skills, with a proven record of measurable success.
- Strong self-motivation with the ability to prioritise tasks, meet timelines, and excel in both working independently or collaboratively.
- Outstanding written and verbal communication skills with the ability to engage and inspire a diverse range of learners.
- A deep commitment to integrating Equal Opportunity principles into innovative learning strategies.