Position Description.

Training and Consultation Services Administration Officer

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| **Position Title:** | Training and Consultation Services Administration Officer |
| **Position number:** | 4.3.37 |
| **Classification:** | SCHADS Level 4 (Above Award) |
| **Reports To:** | Head of Training and Consultation Services |
| **Direct Reports:** | None |
| **Team:** | Clinical and Client Services, Administration |
| **Key internal contacts** | Head of Training and Consultation Services, Director Clinical and Client Services, Finance Officer, Trainers. |
| **Key external contacts** | Outsourced Consultants. |

Purpose of the Position

The Training and Consultation Services Administration Officer is responsible for providing high level administrative support within the training and consultationservices team, while ensuring there is a consistency in systems and process which comply with organisational policy and procedures.

You will be responsible for communicating with client organisations, trainers and assisting with development and maintenance of best practice programming.

Key Accountabilities

Training and Consultation Services

* Provide high level support to the Head of Training & Consultation Services, which includes:
  + coordinating online and face-to-face training programs, workshop resources, and travel logistics and itineraries,
  + taking minutes for training and consultation related meetings,
  + maintaining timely and accurate training records and calendars,
  + processing quotes and invoices,
  + liaising with participants, organisational clients and trainers,
  + coordinating and supporting ad-hoc projects,
  + Manage resources such as training materials and equipment ensuring they are utilized effectively and maintained appropriately.
  + Prepare and maintain documentation related to training programs, consultations, and client interactions.
  + Generate reports as required, providing accurate and timely information to support decision-making and evaluation.

Office Administration

* Shared reception duties, including answering phone and greeting visitors.
* Event/meeting support – minutes, catering and room setup.
* Monitor and respond to email queries.
* Administrative support for Clinical and Client Services Team as required.

The Training and Consultation Services Administration Officer will also:

* Participate in ongoing performance management and professional development.
* Ensure that work is carried out with a high standard of professionalism, efficiency, effectiveness, and accuracy; that timeframes are met; and that data integrity and security are always maintained.
* Be informed of current legislation, research, trends in women’s health and consultative policy and procedure development.
* Maintain an awareness of current issues in relation to sexual violence, Women’s rights as human rights, other gender issues and issues that affect marginalised groups and communities.
* Comply with the organisation’s performance appraisal policy and procedure and participate in any ensuing professional development.
* Comply with information collection, quality improvement, risk management procedures, record keeping and administrative practices of the organisation.
* Ensure all documentation is concise, legible, secure and available to colleagues as appropriate within the organisation.
* Abide by workplace practices.
* Comply with the Confidentiality Policy and Copyright Agreement.
* Ensure work practices are ethical and comply with the Full Stop Australia Code of Ethics.

Knowledge, Skills and Experience

Essential

* Supportive of the feminist context and principles of Full Stop Australia.
* Demonstrated:
* excellent organisational and administrative skills,
* ability to meet conflicting deadlines,
* ability to work independently and as part of a team,
* high level of accuracy and attention to detail in all aspects of the work,
* well-developed communication and interpersonal skills,
* ability to negotiate situations to a successful outcome,
* ability to work with confidential and sensitive information,
* advanced computer literacy including Microsoft 365,
* good knowledge of and experience working with policy, compliance and quality assurance systems.
* Relevant qualifications or demonstrated experience.
* Commitment to and understanding of the provision of services from an intersectional feminist perspective and knowledge of women’s health and NGO sectors.
* Knowledge of the causes and consequences of sexual assault, family and domestic violence, including the particular barriers faced by marginalised population groups.
* Demonstrated commitment to outstanding supporter/customer care and a supporter centred approach and strong attention to detail.

Desirable

* Experience in using a donor/customer/client database.
* Experience developing social media content (e.g. use of Canva).
* Experience working with data to evaluate the success of marketing or communications activities.

Sighted and agreed to by Training and Consultation Services Administration Officer

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| **Name:** |  |
| **Signature:** |  |
| **Date:** | DD/MM/YYYY |

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| **Created:** | August 2023 |
| **Review due:** | August 2024 |
| **Consultation by:** | CEO & Director Clinical & Client Services |
| **Approval by:** | Board, for initial sign off and where changes are made |