

TRAINING MANAGER

- Rewarding permanent fulltime role
- Join a dynamic team in a renowned community focussed organisation
- Generous salary including tax free salary packaging of up to \$15,890



St John Ambulance Australia SA Inc (St John SA) is a primarily self-funded not-for-profit organisation which raises revenue through the sale of first aid products and first aid training to individuals and workplaces.

You will be responsible for the management and coordination of all training programs to support the current and future needs of South Australian businesses, general public, volunteers and staff. You will ensure that training programs are aligned with organisational requirements, industry development and best practice standards. You will coordinate and monitor ongoing compliance as a Registered Training Organisation (RTO) under St John Australia's national registration.

You will have a high level of interpersonal skills that enable you to build and maintain effective and collaborative relationships across both the commercial and clinical operational arms of the business.

To be successful in this role you will possess:

- Knowledge in the ASQA environment, VET Quality Framework and National Training Packages
- Knowledge of a broad range of educational methodologies and their applications
- Experience in the delivery and management of educational programs
- Experience in mentoring, coaching and providing leadership to others
- Experience in managing projects within timeline and budgetary constraints
- Proven experience in developing and deploying effective commercial and / or clinical education programs
- A sound understanding of RTO compliance and audit obligations

It is essential that you possess advanced knowledge and experience in the development, scheduling and delivery of strategic training plans. Your ability to develop a well structured, engaging and cohesive team of professionals will be reflected in the successful achievements resulting from implementation of those plans.

This permanent position is offered on a full-time basis (38 hours per week). Hours of work will need to be flexible to meet work demands.

Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and you must provide evidence of the right to work in Australia.

St John SA values diversity in the workplace and is an equal opportunity employer. We are committed to best practice standards in protecting children and vulnerable people from any form of assault, negligence, injury or abuse.

For a Job and Person Specification and to make an application, please visit [St John Ambulance SA](https://www.stjohnsa.com.au).

St John SA values diversity in the workplace and is an equal opportunity employer.

Enquiries may be directed to the Director of Training on 08 8306 6911 and applications containing a detailed resume and a cover letter need to be sent to hr@stjohnsa.com.au with subject line as "Training Manager"

Applications will remain open until a suitable candidate is appointed.

St John Ambulance Australia SA Inc.

ST JOHN AMBULANCE AUSTRALIA SA INC
ABN 42 947 425 570

St John SA delivers nationally
recognised training in partnership with
RTO 88041 St John Ambulance Australia Ltd

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

T: 1300 78 5646
F: 08 8306 6995

W: [stjohnsa.com.au](https://www.stjohnsa.com.au)

Job and Person Specification

Paid Staff



Position Title:	Training Manager
Department / Function:	Operational Services
Reports to:	Director of Training
Agreement / Non - EEA:	Non-EEA
Classification - Grade:	NA

About St John Ambulance Australia - South Australia Inc

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

Position Summary and Requirements

The Training Manager is responsible for the management and coordination of all training programs to support the current and future needs of South Australian businesses, general public, volunteers and staff. The Manager will ensure that training programs are aligned with organisational requirements, industry development and best practice standards. The Manager will also ensure Commercial Training offerings are in line with market demand. The Training Manager will coordinate and monitor ongoing compliance as a Registered Training Organisation (RTO) under St John Australia's national registration. The Manager will be responsible for the timely establishment and development of appropriate systems, policies, procedures, guidelines, assessment and reporting for the provision of high-quality training programs.

Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none"> • Course Coordinator (Commercial) • Course Coordinator (Operations) • Online Learning Officer • Scheduling and Planning Officer • Administration and Compliance Officer
Key Internal Relationships:	<ul style="list-style-type: none"> • Trainers • Event Health Services • Customer Sales and Business Development • Community Care • Infrastructure and Assets • Operations
Key External Relationships:	<ul style="list-style-type: none"> • St John Ambulance Australia (National RTO)

Key Accountabilities	Key Tasks	Measures
Training Strategy	<ul style="list-style-type: none"> • Contribute to the direction of Training across the organisation • Initiate, plan and design, execute, monitor and control projects as directed by the Director of Training • Ensure linkage between operational and commercial training • Lead the development, coordination and delivery of training programs 	<ul style="list-style-type: none"> • Training programs satisfy strategic intent as agreed with Director of Training
Training Quality	<ul style="list-style-type: none"> • Contribute to training compliance in line with St John Ambulance Australia National RTO requirements • Review the quality and compliance of training materials program delivery • Monitor quality of delivery by Trainers (both Commercial and Operations) • Develop and maintain policies and procedures relevant to training programs 	<ul style="list-style-type: none"> • RTO requirements fully satisfied • Customer/student satisfied with training received • Training Policy Framework developed and maintained
Communication and Liaison	<ul style="list-style-type: none"> • Develop and maintain working relationships with key stakeholders • Maintain regular liaison with other members of the Training Team • Participate in St John staff meetings and consultation processes and facilitate staff access to information via updates, team meetings, newsletters and other communication channels • Model St John values and play a role in raising the profile of these values and associated behaviours across the organisation 	<ul style="list-style-type: none"> • Key stakeholder networks developed and maintained • Staff meetings attended regularly • Regular team meetings held
Financial Management	<ul style="list-style-type: none"> • Assist in the development, management and monitoring of the Training budget • Contribute to identifying new sources of training revenue • Contribute to reporting on the Training Team's operating budget 	<ul style="list-style-type: none"> • Operating expenditure not exceed budget
Leadership	<ul style="list-style-type: none"> • Energetic, positive and motivating leadership of direct reports in line with St John SA's Vision, Mission, Strategic Plan and Values • Influential leadership of direct reports to ensure a cohesive culture of excellence and improvement • Strong leadership and support of Volunteer Training • Contribute to the overall leadership and management of the Training team, including recruitment, monitoring delivery against objectives, quality standards, personal development, coaching and appraisals • Ensure all direct reports have performance development plans in place and that regular reviews and appraisals are conducted in line with St John policy • Ensure direct reports are fully informed of the strategies and activities of St John • Ensure the corporate image and public profile required by St John is maintained at all sites at all times. 	<ul style="list-style-type: none"> • Performance reviews completed annually • Team meetings held regularly • Team objectives created and monitored

	<ul style="list-style-type: none"> • Ensure direct reports are outcome focused and clear delivery objectives that are measured and managed. 	
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current First Aid Certificate, Manual Handling and Infection Control Training • Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager 	<ul style="list-style-type: none"> • Work station self-assessment completed annually • Maintain compliance by completing all required training • Take a proactive and preventative approach to maintaining a safe work environment

Knowledge, Experience and Capabilities

- Knowledge in the ASQA environment, VET Quality Framework and National Training Packages
- Knowledge of a broad range of educational methodologies and their applications
- Knowledge of continuous improvement and quality principles and practices
- Experience in the delivery and management of educational programs
- Experience in mentoring, coaching and providing leadership to others
- Experience in managing projects within timeline and budgetary constraints
- Experience working within or an understanding of a charity organisation

Personal Attributes

- Ability to make decisions within delegated authority parameters
- Ability to represent St John SA internally and externally
- Ability to develop and maintain positive and beneficial relationships within and external to the organisation
- Highly motivated and enthusiastic, with excellent people management and communication skills
- Excellent negotiating skills to enable effective implementation of plans across the organisation
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Ability to influence others and positively contribute to organisational change

Qualifications / Certifications

- Certificate IV in Training and Assessment
- Acquire (if not already held) maintained first aid certificate
- Desirable to have tertiary qualifications in vocational education, training or business management

Essential requirements

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

J&PS Review and Acceptance

Job Holder	Name: Signature: Date:
Supervisor / Manager	Name: Signature: Date: