

Position Description

POSITION:	Training Events Administrator
REPORTS TO:	Organisational Training Coordinator
BLUE KNOT VALUES:	Hope, Care, Recovery, Empowerment, Professionalism, Collaboration

ABOUT THE ROLE:

This role oversees the day-to-day intake of training enquiries and the facilitation of event logistics for the Organisational Training stream. It includes the processing of leads generated from the community via phone, email and website in relation to training, in person and virtually.

The successful applicant would ideally have human services sector experience and an awareness of the impacts of complex trauma and vicarious trauma. This position requires the successful applicant to identify organisational needs to enable them to offer the best experience and outcome for their teams. Each day is unique and provides the opportunity to build collaborative relationships with the professional community.

RESPONSIBILITIES

1. Service Delivery

- Respond to phone and email enquiries in a timely and responsive manner.
- Triage enquiries for organisational training, and record in the training management system.
- Utilise our Training Management System to generate and send Orders and Booking Agreements to trainers for organisational training and set up and manage the events.
- Ensure that all logistics are completed in a timely way for seamless delivery of all Organisational Training courses.
- Liaise effectively and respectfully with internal and external stakeholders such as government and non-government organisations and our external contractors.

2. Team

- Participate in Training, Practice Development and Marketing team meetings and other meetings at the request of Executive Manager or President.
- Assist with projects and tasks as agreed with the Coordinator and/or Executive Manager.
- Participate in regular supervision meetings with direct supervisor.
- Support marketing and broader organisational activities relevant to training and other services as required.
- Supports Blue Knot's purpose and strategic direction and develops collaborative relationships with both the team and across the organisation.
- Works in a collegial manner with Blue Knot staff supporting broader functions during periods of high demand and leave.
- Contributes to a respectful, supportive and safe working and reflective environment across the organisation.
- Open to giving and receiving constructive feedback to support personal, team and organisational growth.
- Actively participates in team meetings as a mandatory requirement, and staff meetings, as appropriate.

3. Quality

- Complies with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Promotes a safety culture and follows both quality and safety management system processes.
- Ensures self consistently meets statutory obligations as Mandatory Reporters and follow risk of harm protocols.

QUALIFICATIONS, EXPERIENCE & CAPABILITIES

1. Qualifications

- Relevant qualification in a related field eg: social work, psychology or education.

2. Experience

- Minimum 3 years intake, administration and or event management experience.
- Understanding of trauma informed practice.
- Experience, or sound understanding, of the non-for-profit sector
- Excellent time management skills and the ability to prioritise tasks
- Ability to maintain confidentiality

- Excellent telephone manner and interpersonal skills and an ability to manage difficult conversations
- Excellent written communication skills
- High level proficiency in the use of the Microsoft Office suite
- A positive and motivated attitude
- Ability to work autonomously and as part of a team.

3. Capabilities

- Is calm, practical and able to self-regulate when engaging with challenging information or situations.
- Demonstrated drive and motivation, with the capacity to self-reflect, respond constructively to feedback and a commitment to learning.
- Communicates clearly, actively listens, and responds with understanding and respect, including ability to embrace multiple and divergent views.
- Is adaptable and willing to assist with other tasks and work flexibility as required.

OTHER REQUIREMENTS

1. Availability

This role is full-time 38 hrs per week, this role operates nationally and may require travel to or working within locations across Australia.

2. Other

It is a requirement that all BKF employees have a valid and current national police check/criminal History Check.

This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.

Adaptability and flexibility, as this role and underlying processes may change and develop in line with business needs.

As this role is based at home, maintenance of a safe and WH&S compliant home office space with access to an internet connection speed tier of NBN50 – 50/20 (or better) is required.