

Training Officer

JOB TITLE:	Training Officer	STATUS:	<ul style="list-style-type: none"> • Part-time • 28 hrs per week
REPORTS TO:	Learning and Development Coordinator	UNIT:	Resources
		SCHADS CLASSIFICATION:	SCHADS Grade 5
		SALARY:	\$51.57-\$53.94 per hour
POSITIONS REPORTING TO TRAINING OFFICER		-	

ORGANISATIONAL CONTEXT:

The Tenants' Union of NSW Co-op Ltd is a Community Legal Centre specialising in housing law matters. The organisation supports the work of tenancy services with advice, training and resources; acts for individual tenants in public interest litigation; and promotes the interests of tenants with government and non-government organisations and in the media.

KEY PURPOSE:

The Training Officer delivers the training program for the state-wide Tenant Advice and Advocacy Services.

All positions work in support of the Strategic Plan. The Training Officer is particularly key to the priority area of ensuring access to the best advice, support and information.

KEY ACCOUNTABILITIES:

- **Facilitating state wide and regional training across NSW for the Tenancy Advice and Advocacy Program (TAAP)**
 - Deliver appropriate face-to-face and online synchronous training for the TAAP Network.
 - Help to develop new training workshops and training materials for the Network
 - Work with the Administration Officer to help meet organisational requirements of the Tenants' Union's training program, including preparation of training materials, evaluation, strategic planning, budgeting and reporting
- **Coordinating and facilitating state-wide and regional conference across NSW for TAAP**

- Convene TAAP Network Subcommittee meetings
- Develop agenda, source internal and external speakers
- Support administration team to source venues and accommodation and help manage registrations for annual face-to-face conferences in regional NSW and state-wide online network meetings

- **Coordinating and organising training for the Tenants' Union staff**
 - Work with colleagues to identify the common learning and development needs of the Tenants' Union staff
 - Organise and coordinate the training for the staff as required

- **Participating in general day-to-day activities of the Tenants' Union**
 - Answer general phone lines
 - Participate in staff meetings
 - Complete administrative and reporting tasks

SELECTION CRITERIA:

Essential

- Experience in the coordination, planning, delivery and evaluation of training projects
- High level interpersonal, communication and writing skills
- Excellent communication skills, including research and writing skills, and liaison/networking skills.
- Ability to work within a team environment and meet deadlines
- Demonstrated understanding of the issues facing socially and economically disadvantaged people and of public interest concepts
- Experience managing client databases.

Desirable

- Commitment to social justice
- Familiarity with community sector, especially tenant advocacy
- Experience with delivering training sessions over Zoom
- Conference planning experience