

POSITION DESCRIPTION



Position Title: Manager, Training Services Development

Work Level: Service Manager

Reports to:

Director of Community Health and Regional Services

Supervises

Team of three and coordinates a pool of trainers across the division

Position Overview

Responsible for diversifying ACON’s funding base and significantly increasing the proportion which is self-generated through the development of new training services, both online and face-to-face, and the expansion of existing ones. Develops new training content in consultation with subject matter experts, expands the existing training menu, and coordinates the promotion of standardised training packages to new and existing clients.

Main Activities

- Develop a robust business development plan for funded / fee for service offerings.
- Develop and implement ACON’s fee-for-service and public training menu suite (face-to-face and online) working with subject matter experts to deliver new workshops and review and standardise existing training packages.
- Monitor funding opportunities and, where applicable, provide tender (and reporting) support for programs within the division.
- Build strong strategic relationships with key stakeholders and potential partners to support business development initiatives, funding opportunities and new areas of growth.
- Lead the branding, marketing and communications planning for ACON’s training initiatives actively promoting offerings and generating business.
- Ensure compliance with data base and record management systems and completion of funder reporting requirements.

HUMAN RESOURCES USE ONLY		
APPROVED	MANAGER, TRAINING SERVICES DEVELOPMENT	September 2020

- Oversee website development and maintenance including storefront.
- Identify and engage with subject matter experts and advisory groups to develop training content and resources.
- Build ACON's training workforce. Supervise and coordinate a pool of trainers across the division. Manage, support, train and evaluate direct staff and volunteer workers collaborating with the management team.
- Manage the physical, financial and human resources of the unit in accordance with unit business plans and budgets.
- Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
- Perform other duties to assist with the work of the unit as requested by the Director (or designate).

Selection Criteria:

Essential

- Bachelor's degree or higher in business, business development or a related field. Experience developing and implementing growth strategies and plans in large organisations.
- Experience developing and diversifying an organisation so as to increase income and secure the future of the organisation.
- Experience developing and implementing training programs managing Bridge LMS to deliver face-to-face and online training (eLearning, webinar, chat forums)
- Manage and maintain web development of online storefront.
- Experience in sourcing and working with subject matter experts and leading advisory groups to develop training content utilising a co design approach.
- Demonstrated experience in tender writing and associated reporting.
- Familiarity with the NSW and Australian health and community sectors including HIV/sexual health, aged care, drug and alcohol, sexual assault and domestic violence, and mental health.
- Strong training facilitator skills including face-to-face and online.
- Excellent written and verbal communication skills.
- Demonstrated high level organisational abilities.
- Experience using, administering, monitoring and ensuring compliance with database and record management systems.
- Excellent attention to detail and timeliness. Demonstrated ability to be flexible, responsive and organised including the ability to manage multiple tasks successfully.
- Demonstrated ability to work cooperatively as part of a team.

- Understanding of and commitment to ACON's communities, particularly people living with HIV.

Desirable

- Experience working in the community sector, in particular within LGBTQ, ageing, HIV/sexual health, mental health/alcohol and other drugs is highly desirable.
- Peer lived experience as a member of the LGBTIQ community and understanding of health needs.