**Training Program Officer**

**ACON’s Pride Training Team is seeking a passionate Training Program Officer**

We are looking for an amazing person to fill this exciting role in our team which is central in delivering the wonderful work of the Pride Training team.

**What’s Pride Training you say?**

Pride Training is an ACON social enterprise. We are here to improve the health and wellbeing of people from sexuality and gender diverse communities by building the capacity, knowledge, and confidence of clients to deliver inclusive and affirming practices and services.

**Ok, so what’s the role?**

The Training Program Officer is essentially the first point of contact, and main conduit, for our all-important clients and leads much of the admin and coordination of the training delivery. You will:

* Be instrumental in building and maintaining relationships with all clients with strong communication skills.
* Take lead on all administration needs of the program’s logistics with attention to detail.
* Actively participate and contribute to the general development and growth of the program.

**Who are we looking for?:**

* Someone eager to help our clients to provide an inclusive and affirming environment for our community.
* Someone with great organisation skills who is driven to go above and beyond for our program and clients.
* Someone who takes initiative and can work autonomously within a collaborative team.
* Someone who can wear multiple hats and is keen to develop news skills which lead to improvements and efficiencies.

**What else can we tell you?**

ACON provides a colourful, nurturing, and fun workplace. Our employees and volunteers are the foundation for our ongoing effectiveness and for our capacity to deliver innovative community engagement and health promotion programs and initiatives for our communities.

To support the successful candidate in their new role at ACON we offer:

* Flexible working arrangements.
* Generous learning and development opportunities.
* Potential for tailored mentoring opportunities.

We provide a very supportive and flexible environment. You’ll be a part of the close-knit team within the Pride Inclusion Programs Division. We are a highly focused team which makes an impact through world-class training.

**What’s the remuneration and working details?:**

**Salary:** $74,767 to $80,817 (*Gross per-annum, PLUS Superannuation and Leave Loading*) – commensurate with skills, qualifications, and experience.

**Location:** ACON’s Surry Hills (Sydney) Office, with flexible working options a possibility.

**Hours:** Permanent, Full-Time (70 hours per fortnight) on a 1-year fixed term contract (with the possibility of extension).

We offer flexible working arrangements and a generous array of entitlements often above the National Employment Standards (NES) including:

* Salary Packaging up to $30,000 gross up value (i.e., currently up to $15,899 tax free).
* Generous pro-rata leave entitlements – including up to an extra week of paid leave for full time employees to be taken during our Christmas and New Year’s shutdown period.
* Employee Assistance Program (EAP) – access to a comprehensive counselling service free to employees.

**How can I find out more details and apply?:**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who has experience already in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

For more information on the role, please contact Kent Hildred, Pride Training National Program Manager, via email at [KHildred@acon.org.au](mailto:KHildred@acon.org.au).

If this sounds like the position and organisation you’ve been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include:

1. Your completed *ACON Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria* (max. 1 page); and
3. Your *Resume* (max. 2 pages).

**Applications close: Sunday 26th November 2023**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ people of colour.

[www.acon.org.au](http://www.acon.org.au)

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| APPROVED: Director, Pride Inclusion Programs | Training Program Officer | Nov 2023 |

**POSITION DESCRIPTION**

**Position Title:** Training Program Officer

**Work Level:** Operational

**Reports To:**  National Program Manager, Pride Training

**Direct Reports:**  This position does not have any employees reporting into it

**Position Overview**

This position is a vital part of the *Pride Training* program, within the *Pride Inclusion Programs* Division, which works closely with the *National Program Manager*, clients, and trainers. Key to the success of this position is clear communication, attention to detail, and a drive to ensure training sessions are delivered in a professional, seemless and efficient way.

**About Pride Training**

Pride Training is an ACON social enterprise and a *Pride Inclusion Program*. It is a program that helps organisations build capacity, knowledge and confidence in delivering inclusive and affirming practices and services to people from sexuality and gender diverse communities through a range of training options.

**Main Activities**

This position is responsible for the end-to-end booking process for clients, the coordination required to fulfil the training agreements undertaken by *Pride Training*, and the general administration tasks that support and develop the program or other training as delegated by the *National Program Manager*, including to:

* Lead the administration needs of *ACON Pride Training’s* fee-for-service training menu suite (face-to-face and online), liaising with clients on training logistics, overseeing registration, and evaluation follow-up.
* Maintain the end-to-end booking process for clients, including proposals, coordinating availability, invoicing, agreements and post training engagement.
* Attend to the administration needs of the program, trainers, and training subject matter experts, as required.
* Follow up with key stakeholders and potential clients as required, to support business development initiatives, funding opportunities, and new areas of growth.
* Attend to the branding, marketing & communications planning to actively promote offerings and generate business.
* Support the funding tender and acquittal requirements for funded training programs within the Division.
* Assist in content development and customisation of training for in-person, eLearning, and webinars.
* 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 program as requested by the Manager (or designate).

**Selection Criteria**

**Essential:**

1. Ability to work collaboratively and communicate effectively with a range of internal stakeholders and external clients.
2. Sound analytical skills and understanding of project delivery processes and coordination.
3. Excellent written and verbal communication skills including experience in report writing and presentation skills as well as the ability to adapt information to the targeted audience.
4. Demonstrated high level skill and experience in developing and executing planning processes, templates and documents, and co-ordinating business development.
5. Ability to propose and develop new systems, policies and procedures.
6. Demonstrated ability to be flexible, responsive and organised, with the ability to manage multiple tasks successfully.
7. Understanding of and commitment to ACON’s communities, particularly people living with HIV.
8. Applicants must provide evidence of COVID 19 Vaccination, and any other vaccination required to perform the role.

**Desirable:**

1. Knowledge of the role of ACON and other HIV and LGBTQ+ health and wellbeing services.
2. Experience supporting training programs including the delivery of face-to-face and online training.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed ACON application form – with all the details filled in**

You can download this at https://www.acon.org.au/about-acon/jobs/

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the People and Culture Team including your contract and other documents (E.g., the ACON Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the People and Culture team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in ACON, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.