

Position Description

Client and Training Services Support

Job Title	Client and Training Services Support					
Reports to:	Operations Lead – Client and Training Services					
Business Portfolio	Culture, Operations and Engagement	Team	Client and Training Services			
Contract Type	<p>Full time, 12 month fixed-term contract</p> <p>Safe and Equal Level 4.1 – \$45.5182 p/h rate (As per Safe and Equal Enterprise Agreement 2024-2026)</p> <p>Annual Salary (pro rata): \$89,944</p> <p>Salary sacrificing arrangements are offered within Australian Taxation Office guidelines</p> <p>Office Location: Carlton</p>					
Primary Purpose of this Position						
<p>The Client and Training Services Support role supports the implementation, delivery and evaluation of Safe and Equal training programs.</p> <p>Responsibilities of the Client and Training Services Support role include participant registration; pre- and post- training set up and administration; reporting; and day-to-day operations of online administration systems. They will play an important role in enabling sound practices to ensure secure and effective management of participant records for our accredited courses, including for RTO compliance.</p> <p>The Client and Training Services Support role will also provide high level customer support to training participants (phone, email), ensuring the smooth delivery of training and programs. They will play an active role in supporting workflow processes and implementing system improvements to existing and new operational systems.</p>						
Scope						
Direct Reports	Indirect Reports					
Operations Lead – Client and Training Services, Culture, Operations and Engagement	Executive Director, Culture, Operations and Engagement					

Key Relationships

All employees have responsibility for effectively managing relationships and working in a way that supports our culture and role models our organisational values.

Internal	External
Culture, Operations and Engagement Response, Policy and Evidence Prevention, Advocacy and Social Change	Training participants Support teams for our systems (aXcelerate, Canvas, Zoom, SurveyMonkey, SMSGlobal)
Key Responsibilities	% of job
Client Services Provide high level of client and training support, responding to emails and calls in a timely manner: support training participants to find and register for the right training; support with technical issues; providing information and referral options to survivors of violence in an empathic and sensitive manner (training and support provided). Follow agreed processes and workflows to send communications to training participants.	30%
Training administration Support in the set-up, delivery, and evaluation of virtual and face-to-face training (fee for service and calendar/public) across both Prevention and Response, including maintaining an accurate training calendar; supporting the set-up of training across systems; monitoring registrations; preparing evaluation reports; invoicing and payments.	30%
RTO administration and compliance Support the set-up, secure & effective management of participant records during enrolment and delivery, evaluation and reporting of accredited training, according to strict compliance standards. Provide accurate and professional support to clients. Adhere to and follow RTO policies, procedures and agreed processes. Ensure all accredited	10%

registration data is correctly uploaded to aXcelerate and Canvas in accordance with policies and procedures.	
Training systems Maintain and administer org-wide training systems such as aXcelerate, Canvas etc, and support quality and system improvements to ensure the effective delivery of services.	20%
Cross-organisation collaboration Contribute to the work of all Safe and Equal units which supports Safe and Equal's workforce and its members as needed.	10%

The above percentages are indicative and will change depending on the organisation's needs.

Organisational Context

The way we work at Safe and Equal

All employees at Safe and Equal are expected to work in a way that supports the organisational values:

- Accountability and Integrity
- Equality and Justice
- Compassion and Humility
- Expertise and Collaboration
- Boldness and Courage
- Curiosity and Reflection

Diversity and Inclusion

Safe and Equal is the peak body for Victorian organisations that specialise in family and gender-based violence across the continuum, including primary prevention, early intervention, response and recovery. Our vision is a world where everyone is safe, respected and thriving, living free from family and gender-based violence.

We apply an intersectional feminist lens in our work to address family and gender-based violence and their intersections with other forms of violence, oppression and disadvantage.

At Safe and Equal, we are committed to creating a diverse and inclusive organisation. We strongly encourage people from diverse backgrounds to apply to work with us, including Aboriginal and Torres Strait Islander people, people of colour and people from migrant and refugee communities, people of any age or gender, lesbian, gay, bisexual, trans and gender diverse, intersex and/or queer (LGBTIQA+) people, people with lived experience of family violence, and people with disability. We also consider applicants regardless of contact with the justice system and experiences of

criminalisation, consistent with our legal requirement. If you have any support or access considerations that requires accommodation, we encourage you to let us know.

We are an Equal Opportunity and affirmative action organisation/employer and do not tolerate any form of discrimination or harassment.

We are aware that employees have different needs and responsibilities and recognise the importance of work and home life balance and prioritise flexible work practices.

If you are interested in the role but feel you may not meet the full range of selection criteria, we encourage you to contact us to discuss your experience and application for this position. At Safe and Equal we celebrate and support difference and know that one size doesn't fit all – we endeavour to be flexible, meet your needs, and support you at every stage of your contact with us.

Expectations of Staff

Strategic alignment

Proactively work in a way that directly supports Safe and Equal's strategic objectives.

Workplace Health and Safety (WH&S)

Proactively work in a safe manner, adhering to all WH&S requirements and adding to a culture that is safe and inclusive by reporting all hazards, near misses and incidents through the organisations WH&S process

Manage risk

Actively manage risks by working within the organisation's governance framework and complying with organisational policies, procedures and escalating when required.

The knowledge, skills, experience, qualifications and clearances required for this role are:

Essential	<p><i>While the following knowledge, skills and experience will be highly valued, we recognise that meeting all selection criteria for any role can be challenging. If you feel you would be a good fit for this role but are unsure about any of these, please contact us for a discussion.</i></p> <ul style="list-style-type: none">• Relevant qualifications and/or experience in IT, administration and or a relevant discipline• Demonstrated experience in using databases, cloud-based systems and the Microsoft Office suite, training and learning management systems (ideally Canvas, aXcelerate)• A proven track record in administrative support functions• Ability to meet deadlines and manage multiple tasks effectively• Strong attention to accuracy and detail• Effective time management and organisational skills.
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	<ul style="list-style-type: none">• High level written and verbal communication skills, including excellent email and phone skills• Demonstrated experience in client or stakeholder contact and ability to engage positively and confidently with a wide range of people• Understanding, commitment and interest in family violence and community sector services
Desirable	<ul style="list-style-type: none">• Experience of working within or knowledge of the Victorian community sector• Previous RTO administration experience• Previous experience in working within a training environment.• Ability to problem-solve and think creatively• Ability to interpret, understand and communicate data in a meaningful way (data literacy)
Police Check	A national police record check is required as part of the recruitment process. If you feel this could create a barrier for you, please contact us to discuss. A reported result on a police check will not necessarily prevent you being successful in this role. Results on a police check can be discussed and an assessment completed by Safe and Equal.