

| Position Description | |
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| Job Title: | Training Facilitator |
| Location: | Head Office, Lower Hutt |
| Reporting to: | Learning and Development Manager |
| Date: | March 2021 |

| Purpose | | | | | | | |
|--|------------------------|--------------------|--|--------------------------------|--|--------------------------|------------------------|
| <p>The Training Facilitator is responsible for assessing and evaluating the training needs and requirements of our staff and clients along with identifying training solutions and facilitating training programs.</p> <p>They will schedule, train, and upskill both clients and staff in existing and new products and services offered by SmartPayroll, as well as continuous development and improvement of training materials and programs.</p> | | | | | | | |
| <table border="1"> <tr> <td colspan="2">Head of Operations</td> </tr> <tr> <td colspan="2">Learning & Development Manager</td> </tr> <tr> <td>Training Facilitator (3)</td> <td>Instructional Designer</td> </tr> </table> | | Head of Operations | | Learning & Development Manager | | Training Facilitator (3) | Instructional Designer |
| Head of Operations | | | | | | | |
| Learning & Development Manager | | | | | | | |
| Training Facilitator (3) | Instructional Designer | | | | | | |

| Result Area | Activities | KPI's |
|-------------------|--|---|
| Training Delivery | <ul style="list-style-type: none"> Facilitate & effectively coach clients & staff though new and existing products & services offered by SmartPayroll Work with internal key stakeholders to ensure effective and relevant training provided to staff and / or clients Conduct training sessions using a variety of methods to meet the audience's requirements Prepare for training sessions, and understand the required outcomes of each session Keeps a register of all attendees to training sessions Monitor effectiveness of training programs to internal staff and proactively amend behaviour and / or material to improve and resolve issues Training sessions are scheduled in conjunction with department heads to ensure workflow is not affected Respect the confidentiality of clients and their staff Client training sessions are scheduled in a timely manner after initial set up | <ul style="list-style-type: none"> Satisfaction (with training) tracked, and targets met Positive feedback Adherence to all levels of the Privacy Act Transfer of learning is proven via participants skill level Customer training time frame targets are met |

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| | <ul style="list-style-type: none"> • Demonstrates excellent work practices and work ethic | |
| Writing Content | <ul style="list-style-type: none"> • Create, review, and maintain written content and training material • Building and maintaining your skill and knowledge base on SmartPayroll software and products • Develop course structure in conjunction with internal stakeholders | <ul style="list-style-type: none"> • Content is written with adult learning principles guidelines |
| Relationship management | <ul style="list-style-type: none"> • Work collaboratively with your team and other SmartPayroll staff to ensure prompt delivery of services • To contribute to the overall success of the business by playing an active role in the Learning & Development team • Participates fully in training and coaching sessions | <ul style="list-style-type: none"> • Strong relationships developed and positive feedback received • Regular one on one meetings conducted with Learning and Development Manager • Attend team meetings • Annual performance reviews completed |
| Health & Safety | <ul style="list-style-type: none"> • Report all hazards or unsafe situations • Report all accidents/incidents including near misses • Work safely and use all protective equipment if needed | <ul style="list-style-type: none"> • Hazards reported same day • No injury caused to self or others • All hazards are reported |
| Other Duties | <ul style="list-style-type: none"> • Carry out other duties as asked. You may be asked to contribute to projects or areas of expertise with the aim of improving existing team support capabilities | <ul style="list-style-type: none"> • Shows willingness and initiative • Timely and accurate completion |

| Experience & Qualifications |
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| <p>Energetic and motivated individual with a 'Can do' attitude</p> <p>The ability to work collaboratively within a team</p> <p>Previous training experience</p> <p>Proven skills and experience in adult learning</p> <p>Programme development</p> <p>Experience in Face-to-Face and online delivery of training</p> <p>Programme development desirable</p> |

Excellent verbal and written communication skills

Great time management, planning, and organisational skills

Willingness to learn and develop new skills

Has the flexibility to adapt in an environment that is continually changing

Can work under pressure, remaining calm and focused

Payroll business process knowledge an advantage

Key Competencies

Strong work ethic and aligned to organisational values and ethics

Integrity and Trust

Listening skills

Customer Focus

Self-motivated and proactive

Initiative, drive, and action oriented

Behave in a courteous and appropriate manner in the work environment