

JOB DESCRIPTION

General Information	
Job title:	Accredited Trainers & Facilitators
Purpose:	<p>To provide Flight Centre Travel Group with the best possible accredited learning services through an integrated model reporting to the Leader for Accredited Training.</p> <p>The role will provide value added development services beyond the accredited education pathway including more engagement and integration into the FCTG business.</p> <p>To ensure that training, assessment and administrative requirements for each program are timely, consistent and comply with the requirements of Registered Training Organisations.</p>
Grading/ Salary Range:	
Classification	Non-Award
Primary Accountabilities & Objectives:	<p>Promotion, progression and value of accredited training programs</p> <ul style="list-style-type: none"> - High engagement and progression rate of participants completing a qualification. - Provide participant feedback to all relevant parties including management. - Maintain a high level of compliance as set out by Government departments, AASN and RTO's. <p>Blended Facilitation</p> <ul style="list-style-type: none"> - Able to share knowledge and programs through a variety of learning based activities and tools to improve participant capability and performance at an intermediate to advanced level. - Highly confident to facilitate content across a variety of subject matter areas. - Able to highly engage in both small and large group (conference) settings, via workshops, application sharing – virtual content tours, in classroom, virtually or a combination of both.

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	<ul style="list-style-type: none"> - Serve as host or moderator for engaging virtual program delivery, sharing systems and processes, administering tech based collaboration tools, coordinating break out rooms, monitoring and facilitating communication with participants to ensure a smooth delivery. - Facilitate virtual or in-person small group coaching and mentoring. Coach learning groups assigned program projects. Support learners to showcase knowledge transfer to real job activities, provide feedback regarding strengths and areas of improvement. - Deploy and support Leader Led and SME Led Learning requirements. Use facilitation and content knowledge to upskill , support and empower Leaders/SME’s to competently share skills, knowledge with team members. - Conduct regular L&D communication systems with key leaders to support business strategy (Eg Design Thinking, Change, Listening & Empathy Workshops, Storyboarding, Focus Groups). <p>FCTG Systems, Product and Customer Process Knowledge</p> <ul style="list-style-type: none"> - Maintain an intermediate to advanced knowledge across FCTG sales, customer systems and processes (both leisure and corporate) required to support an outstanding external customer experience. - Maintain an intermediate to advanced knowledge across FCTG preferred product strategy. - Maintain an intermediate to advanced fluency in required supporting technology systems and reporting. - Maintain an intermediate to advanced fluency in FCTG commercial models. <p>Communication & Management</p> <ul style="list-style-type: none"> - Uphold FCTG values & philosophies in building and maintaining relationships with key stakeholders. - Work in both a behaviourally flexible and agile manner with greater Peopleworks team members to drive outstanding service delivery to the customer. - Serve as the primary contact for leaders and participants for all pre, during and post program related support. - Work with other program contributors and SME’s to confirm session details, prepare program materials, and co-ordinate program learning exercises and activities. - Coordinate program logistics including arranging systems support needed and accommodation, flights if required for participants. - Track and manage participant enrolments and cancellations and other program related data. - Maintain accurate and complete records of participants details. - Manage the collection and collation of program evaluation/assessment
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	<p>data to support analysis and reporting.</p> <p>Innovative & Customer Centric Mindset</p> <ul style="list-style-type: none"> - Work with stakeholders to deliver statement of works in time frames directed. - Proactively seek and recommend improvements to both FCTG and Pwx products, tool and processes. - Maintain FCTG , Brand Knowledge and Travel Industry Knowledge in order to support and drive value for internal stakeholders and customers. - Maintain learning and development industry knowledge in order to support and drive value for internal stakeholders and customers.
Hierarchy:	Reports to Leader for Accredited Training
Key communication and relationships:	Internal: Team Members, Team Leaders
Job Requirements	
Experience: (Minimum level of experience required for the role)	<ul style="list-style-type: none"> - Minimum 5 years' previous experience as a training specialist - Either Diploma of Leadership & Management, Cert 3&4 Travel, Cert 3&4 Customer Engagement - Cert. IV in Training and Assessment - Demonstrated ability to confidently build Multi Level Relationships from Novice to Senior Leaders - An outstanding track record of integrity and personal branding in FCTG across all areas
Skills & Capabilities	<ul style="list-style-type: none"> - Technical fluency in Microsoft Office Suite (Word, PowerPoint and Excel), instructional design platforms and tools. - Strong track record in analysing problems, strategising and deploying improved/timely solutions.

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Other:	Location:	As Required
	Travelling:	Dependent on program needs
	Office hours:	Flexibility required to meet program needs
	Additional:	
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Soft skills	Competency	Proficiency required
	Self-Motivated	Advanced
	Self-Driven	Advanced
	Partnering & Building Relationships	Advanced
	Collaboration	Advanced
	Excellent Communication Skills (Verbal & Written)	Advanced
	Teamwork & Development	Advanced
	Leadership	Advanced
	Problem Solving	Advanced
	Other	

Functional / Job Related Skills	Competency	Proficiency required
	KPIs & Key Deliverables	Advanced
	Business Acumen	Advanced
	Customer Centric	Advanced
	Results Focused	Intermediate
	Performance Under Pressure	Intermediate
	Time Management	Advanced
	Change Management	Basic
	Negotiation	Advanced
	Other	