

Northern Senior Training Coordinator

POSITION DESCRIPTION	
TITLE	Northern Senior Training Coordinator
REPORTS TO	Northern Business and Customer Support Manager
LOCATION	Auckland
DIRECT REPORTS	0
DATE	November 2021

Site Safe

Our Vision

Proud to be Safe





Our Mission

Building Safer and Healthier Workplaces Together

Who We Are

Established as a not-for-profit society in 1999, Site Safe’s goal is to help reduce harm in the New Zealand construction industry. A membership-based organisation with over 6,000 members, we provide leadership, advocacy and a range of services to support the industry to be safe. We help develop future health and safety leaders, provide education and resources, and give advice to businesses on solutions that make a real difference and ensure everyone goes home safe at the end of each day.

Our Values

	Safety	Safety and health are at the forefront of what we do and who we are.
	Attitude	We are respectful and honest. We believe with passion and work with integrity.
	Fairness	Our willingness to listen and learn enables continuous improvement towards excellence. We have inquiring minds and are open to change for the best outcomes.
	Engagement	Our sense of team and trusting relationships enables robust debate and best practice development.

Purpose of the Position

To oversee the scheduling of training for the Northern region, support the Northern Business and Customer Support Manager in the leadership of the team, and provide customer service and administration support for the Northern region.

Key Responsibilities

1. Team support

- Support the Northern Customer Services and Business Support Manager in leading the team.
- Provide training and coaching to team members.
- Oversee invoice coding and signing off.
- Assist in recruitment for the team.

2. Northern Training Schedule

- Oversee the training schedule for the Northern region, working to training demand and budget targets.
- Book training and allocate trainers, including sending requests and reminders.
- Assist in entering confirmed courses into the system.
- Promote specific courses as required.
- Assist the Northern Training Coordinator as required.
- Book interpreters for Foreign Language courses.

3. Reception

- Welcome all visitors to the office in a friendly and professional manner.
- Ensure the reception area is well maintained and kept tidy and organised.
- Set up / reset meeting rooms after external meetings if required.
- Assisting with setting up catering requirements for meetings or training events if needed.
- Assisting with kitchen / housekeeping duties for the above events.
- Organise courier dispatch / deliveries and ordering of courier tags / stickers.
- Opening and dispatch of incoming mail.
- Ensuring printers/copiers are full of paper/toner.

4. Customer Service

- Respond to incoming telephone calls, emails, messages and over the counter queries regarding general course information and online bookings in a professional and timely manner.
- Provide information regarding all areas associated with Site Safe products and services.
- Provide customers with accurate information regarding Course Bookings delivered within the Northern Region.
- Provide Health and Safety inductions and communicate emergency plan for visitors to the office.
- Ensure customers receive a phone call or email reminder for all Higher Level course bookings to get a high turn out of Learners.

5. Training Course Administration

- Back up for course processing.
- Set up away courses and paperwork.
- Ensure all course images are downloaded ready for processing.
- Monitor, provide feedback and support to the Trainers to achieve the maximum performance in all of the areas of administration of Trainee information and courses.

6. Administration and Support

- Maintain the required stock levels needed by completing a monthly stock take.
- Provide assistance for Learners who are required to report incidents and accidents for Health & Safety purposes.
- Assist in managing Site Safe waitlist queries and ensuring all customers are contacted and scheduled into courses within a reasonable timeframe.
- Provide administration support to the Northern Regional Manager and Team Leader as required.
- Provide administration support to the Northern Safety Advisors as required.
- Ensure catering is ordered for all one and two day courses and schedules are reviewed for any additional orders required.
- Perform various functions using the adopted internal programmes and databases.

7. Health, Safety and Wellbeing

- Ensure personal and team responsibility in the application of Site Safe health and safety policies and procedures.
- Identify and report on potential improvements to health and safety within the workplace.
- Complete any required organisational health and safety related training or education.

Key Relationships

Internal	External
Northern Customer Services and Business Support Manager	Customers (members, clients and learners)
Northern Regional Manager	Couriers / delivery contractors
Northern Regional Team	
National Customer Services Manager and wider Customer Services Team	

Person Specification

Experience, Knowledge and Qualifications

- Experienced in providing a high standard of customer service
- Competent in Microsoft Office, customised databases and web based systems
- Accuracy and timeliness, with a proven track record of meeting deadlines
- Experienced in administration
- Experience providing training and support to other team members

Personal Attributes

- Works collaboratively with colleagues at all levels
- Recognises problems, analyses them, then solves them in collaboration with others
- Demonstrates personal integrity, responsibility, reliability and strength of character
- Communicates effectively in writing and in person
- A willingness to enquire and learn
- Demonstrated commitment to quality and meeting customer needs
- Demonstrates commitment to the Site Safe Values