

## Position Description

### Job Profile

<b>Position title:</b>	Instructor	<b>Effective Date:</b>	26 October 2015
<b>Status:</b>	Permanent, Fixed Term, Casual	<b>Reports to:</b>	Campus Manager
<b>Location:</b>	As per employment contract	<b>Supervises:</b>	N/A
<b>Award:</b>	N/A		
<b>Remuneration:</b>	<i>Confidential refer to employment agreement</i>		

#### **About our organisation**

Smart City is a Supervising Registered Training Organisation committed to providing a high standard of quality service. Our aims include ensuring our clients are met with the type of service that they require to best suit their individual needs. We strive to fulfil these needs through providing flexibility in the delivery mode of our training services. The trainers of Smart City are highly experienced and deliver their product with knowledge, passion and expertise.

### Position Responsibilities

<b>Role:</b>	Assist with the training and delivery through administrative and tutorial support to the Training Team, while providing support and assistance to students.
<b>Key Duties:</b>	<ol style="list-style-type: none"> <li>1. Provide support and assistance to students by preparing and conducting tutorials and coordinating excursions as required by the relevant Trainer/Assessor.</li> <li>2. Prepare brief lesson plans in line with the weekly/fortnightly topic and facilitate informed group discussions relating to the topic content in consultation with the Horticulture Training team.</li> <li>3. Support the learner through one on one or group discussions relating to on-line learning content; workshops and skype sessions delivered by the training team.</li> <li>4. Co-ordinating and facilitating field excursions under the direction of the training team.</li> <li>5. Utilise current, or establish industry networks/links from which a range of guest presenters can be called on to present at workshops.</li> <li>6. Co-ordinating and facilitating industry/workplace site visits to support the student learning experience.</li> <li>7. Identify any student at risk by thorough tutorial attendance recording.</li> <li>8. Provide administrative support to the program trainer/assessor.</li> </ol>

	<p>9. Provide assessment administration which includes entering data and uploading results into the appropriate results record system.</p> <p>10. Attend meetings and participate in discussions along with building relations with Campus team members.</p> <p>11. Participate in continuous improvement initiatives where required.</p> <p>12. Comply with all lawful and reasonable directions of the company.</p> <p>13. Not engaging in any unlawful conduct during employment, while at work premise or when using the company's resources.</p> <p>14. Comply with all the company's policies, as implemented, varied or replaced from time to time.</p> <p><i>This Position Description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of responsibilities. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.</i></p>
<b>Reporting relationships:</b>	<ul style="list-style-type: none"> <li>▪ Reports directly to Campus Manager</li> <li>▪ Liaises with students, campus team, admin.</li> </ul>
<b>Organisational Responsibilities</b>	
In addition to the key duties specified, the following standards and duties shall apply:	
<b>Customer Service Standards:</b>	<ul style="list-style-type: none"> <li>▪ Provide a consistently high level of service to the company's clients and customers in a prompt and pleasant manner.</li> <li>▪ Ensure accurate and prompt registration of all client and customers' requests (phone, email or in person) and respond to assigned requests within a prescribed timeframe.</li> <li>▪ Maintain the highest ethical standards and confidentiality in dealing with the company's clients and customers and with each other (fellow staff members).</li> <li>▪ Develop individual skills and knowledge that will better service our clients and customers.</li> </ul>
<b>WHS/Risk Management:</b>	<ul style="list-style-type: none"> <li>▪ Take reasonable care for your own health and safety and for the health and safety of others who may be affected by your acts or omissions in the workplace.</li> <li>▪ Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health &amp; Safety Acts, Regulations and Codes of Practice.</li> <li>▪ Ensure the company's Risk Management Policy &amp; Procedures are observed and complied with.</li> </ul>

<b>Personal Development &amp; Conduct:</b>	<ul style="list-style-type: none"> <li>▪ Identify training and development needs for yourself through annual performance reviews, and participate in any corporate training</li> <li>▪ Ensure adherence to Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs.</li> <li>▪ Participate completely in the any Staff Performance Management systems, Recruitment and Induction processes.</li> </ul>
<b>IT &amp; Records Management:</b>	<ul style="list-style-type: none"> <li>▪ Ensure appropriate and thorough electronic file management within company computers, services or online cloud (Office 365).</li> <li>▪ Ensure effective utilisation of electronic file management techniques e.g. create folders, search for files, print files, etc.</li> <li>▪ Ensure effective use of relevant application software systems (appropriate level of training provided).</li> </ul>
<b>Organisation Development:</b>	<ul style="list-style-type: none"> <li>▪ Participate in Employee Opinion Surveys as requested.</li> <li>▪ Participate in any corporate development programs.</li> </ul>
<b>Selection Criteria</b>	
<b>Education and/or Qualifications:</b>	<ul style="list-style-type: none"> <li>• Certificate IV TAE.</li> <li>• Certificate III in the area relevant to the delivery program or above.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Two years' industry related experience in the program area of delivery.</li> </ul>
<b>Key Attributes:</b>	<ul style="list-style-type: none"> <li>• Excellent communication, presentation and interpersonal skills.</li> <li>• Ability to manage and facilitate group discussions.</li> <li>• Ability to work within a team environment or unsupervised as the need arises.</li> </ul>
<b>Personal qualities:</b>	Excellent communication skills, Adaptable, patience, team player, innovative, professional, positive input to creating efficiencies within the company.
<p>In addition to the duties outlined above, you are also required to perform such other duties as may be directed by your supervisor or management provided these are within your competency or training.</p>	
<b>Agreement</b>	
<p>I accept and agree to the duties in the Position Description. I understand that this Position Description is to be read in conjunction with the general Terms &amp; Conditions of Employment and I agree to abide by the terms and conditions stipulated therein.</p>	
<b>Name (please print):</b>	
<b>Signature:</b>	<b>Date:</b>