**PROFESSIONAL JOB DESCRIPTION - OCO SECRETARIAT**

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| **Job Title:** | Training Coordinator | **Area:** | Operations |
| **Reports to:** | Operations Manager | **Last Reviewed:** | February 2022 |
| **Employment term:** | 3 years | **Salary Band:** | Commencing at $46,671.00 (neg) |

**Purpose:**

The primary role of the Training Coordinator is to coordinate the activities for the OCO Professional Standards Framework (OPSF) and provide administration and logistics support for Projects to the Operation Team.

The Training Coordinator will also be responsible for coordinating and evaluating all OCO trainings and act as the main point of contact for all training related enquiries for the Operations Team during the term of engagement.

Under the supervision of the Operations Manager, the Training Coordinator will support the OCO in the development of activities under the OPSF- Certificate Level III & Certificate IV in Regional Customs Administrations and in collaboration with the Human Resource Logistics Officer coordinate all of the Operations training activities and logistical requirements for training when required.

**Key Relationships:**

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| **External** | **Internal** |
| * OCO Member Countries * CROP organisations * Training Institutions * Regional Stakeholders | * Operations Manager * Finance & Corporate Services Manager * Human Resource & Logistics Officer |

**Key Accountabilities:**

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| **KRA 1: Coordinate Activities for the OPSF Standards Framework** | |
| **Responsibility** | **Expected Outcomes** |
| 1. Coordinate training delivered under the OCO Professional Standards Framework. 2. Coordinate and manage new training cohorts for Cert III & IV with CCES. 3. Coordinate Training Needs Analysis for members. 4. Work in collaboration with stakeholders (Tertiary Institution Partners) for consultation purposes | * Delivery of training under OPSF. * New cohorts of students are registered in a timely and effective manner. * Training Needs Analysis of Members coordinated as required under the OPSF * Stakeholder endorsement and advice is sought |
| **KRA 2: Coordinate Project Training/Workshops** | |
| **Responsibility** | **Expected Outcomes** |
| 1. Coordinate administration and logistics of all project meetings, workshops, and awareness activities (face-to-face and online) organized by the Operations Division. 2. Provide administrative support for all OCO project online training. 3. Liaise with project trainers and participants to provide logistical and technical support, before, during, and after face-to-face or online training. 4. Compile data, maintain records of trainees’ progress and achievements, and evaluate the outcomes of training sessions and programs. 5. In collaboration with the Human Resources Logistics Officer, update the Training Database and provide monthly reports on Training 6. To undertake other duties commensurate with the role as may reasonably be assigned by Manager Operations | * Training conducted consistent in Project Work Program Budget * Post Evaluation Assessment completed after every training/workshop * Recommendations from Post Evaluation Assessment of OCO trainings/workshops are effectively and efficiently addressed. * Training Database is updated and report provided to Manager Operations. |
| **KRA 3: Administration and Logistics** | |
| **Responsibility** | **Expected Outcomes** |
| 1. Filing and e-filing of training program and materials after every training/workshop 2. Maintain the Operation team e-filing and paper filing system. 3. Support the whole organisation’s administration function. 4. Provide planning support and coordination for the operation team on all meetings and trainings. 5. Assess and evaluate impact of all project and core trainings 6. Assist in the maintenance of the operation team training reports, monthly reports and project reports. 7. Administration of Training Need Assessments and Training Evaluation and analysis 8. Provide a high level of customer service in term of administration, travel and logistic support to the Operation team and all stakeholders. | * Proper maintenance of all training programs and materials * Proper maintenance of the Operation Division’s record * Timely logistics preparation for meetings and trainings * Timely provisions of reports internally and externally * Effective and up to date Training Need Assessment Process and Evaluation * Impact of training/workshops for member administrations * Satisfied Internal and External Stakeholders |
| **KRA 4: Working with the OCO Team** | |
| **Responsibility** | **Expected Outcomes** |
| 1. Work with other Divisions across the organisation to implement the WP, the M&E tools and strategies. 2. Work closely with other Divisions on Administration, Logistics, HR and M&E matters 3. Carry out duties to help support the OCO mission statement in line with the organization’s values. 4. Actively participate in staff meetings, team meetings, trainings, workshops and events on behalf of OCO (regional and international). 5. Undertake other duties as assigned by Manager or HoS. | * Effective implementation and management of the WP, training and meeting activities * Effective and efficient work programs as a result of the M&E plan implementation * Maintain regular contact and attend regular meetings with relevant stakeholders |

**Organisational Context:**

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| Head of Secretariat | Tier 1 |
| Management Team | Tier 2 |
| This role | Tier 4 |

**KEY RESULTS AREA:**

The role of the Training Coordinator encompasses the following major functions or key results area:

* Delivery of all OCO Training Programs and Training Coordination
* Training Administration and logistics support to the Operations Manager
* Working with the OCO Team

This is a position of trust and it is likely you will become aware of sensitive, confidential and private information that must not be disclosed to others – either internally or externally. If material or information is discovered which is inappropriate and contravenes the OCO policies then this should be escalated to your manager immediately.

**Role Complexity:**

This role may require extensive travelling and staying away from home stations for longer periods. It may also involve exposure to high risk work environment, in particular if the role is required for engagement at national borders within and outside the region.

**Authorities:**

Delegations/Contractual - To be advised – the level of authority to enter into contracts or negotiations on behalf of the organisation

Staff - 0.0

Financial - Operating to be confirmed

**Person Specification:**

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| **Mandatory** | **Desirable** |
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| **Formal Qualifications** | |
| * Bachelor’s Degree in Adult Education, Social Studies or related field | * Postgraduate qualifications from other relevant disciplines |
| **Knowledge and Experience** | |
| * At least six (6) years of progressive experience adult education experience in conducting and designing training activities * Demonstrated work experience in adult education or similar role is required. * Understanding of adult education curriculum and accreditation frameworks. | * Regional Experience in training and coordination work * Experience in organising and coordinating training and meetings * Ability to work in a multi-cultural environment * Experience in policy work |
| **Skills** | |
| * Highly developed oral and written communication skills with the ability to liaise with all levels of the organisation and the community; * Ability to use computer applications and Office suites including database, spreadsheets and e-learning platforms * Ability to work with and in multicultural teams. * Ability to work under pressure and to tight deadlines. * Ability to work proactively and adapt to changing circumstances. * Self-management skills (organisation and time management); * Ability to work well within a team; * Ability to work under strict guidelines. * Ability to work proactively and adapt to changing circumstances. |  |
| **Attributes** | |
| * A positive ‘can do’ attitude * A team player * Trustworthy with advanced level of both personal and professional integrity * High level of motivation * Ability to learn and adapt quickly * Ability to make sound decisions and reasoned recommendations * Willingness to travel and work within the Pacific Region even for an extended period under challenging conditions * Passionate about making a genuine contribution towards capacity building in the Pacific * Enjoys Customs related work and has a passion for organisational improvement * Common sense, practical, result-focused approach and achievement orientation * Customer Service commitment * Confident and able to handle conflict situations and negotiations at various levels * Empathetic to all levels and cultures present in the organisation * Cultural and gender sensitivity |  |

**CHANGE TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment - including technological requirements or statutory changes. Such change may be initiated as necessary by OCO. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.  
 **Approved:**

Head of Secretariat Date

Employee Date