



NEW ZEALAND
RED CROSS
RIPEKA WHERO AOTEAROA

POSITION TITLE:	Training Team Lead
LOCATIONS:	Whangarei, Auckland, Hamilton, Tauranga, Hastings, Palmerston North, New Plymouth, Wellington, Nelson, Christchurch, Timaru, Dunedin and Invercargill.
RESPONSIBLE TO:	National Training Manager
DIRECTLY SUPERVISING:	Training Instructors
SUPPORTED BY:	National Educational Performance Manager Standards Advisor
OTHER KEY RELATIONSHIPS:	Education and Training Leadership Team Education Quality Assurance Manager Administration support teams

POSITION SUMMARY

Reporting directly to the National Training Manager, you are a primarily a first aid instructor but with the additional responsibilities to be the mentor and lead of a team on instructors within your area of responsibility. Your role is to ensure that sufficient instructors are allocated work to cover all scheduled courses and you will liaise closely with the National Training Manager to maintain an effective pool of qualified instructors to meet demand.

You will ensure that our clients enjoy a quality training experience, by supporting your training team with professional development, rostering, maintaining standards and compliance with all policies.

You may also be required from time to time to represent New Zealand Red Cross as a technically professional person that can communicate effectively at a client level with robust first aid knowledge and speak competently on all first aid training matters, first aid kits and AEDs.

KEY AREAS OF RESPONSIBILITY

Overall delivery of the First Aid training (within the area specified and the national framework) including planning, delivery, quality management, logistics and evaluation.

This will be achieved by:

- > Meeting the minimum requirements of being a Level 2 First Aid Instructor, and/or where required, qualified as a Level 3 Instructors (Reference – First aid Instructor Position Description).
- > Ensuring that all Instructors within your team are qualified to teach at the appropriate level,

and meet all requirements for ongoing professional development and continued certification as an instructor.

- > Managing the roster of Instructors for all courses within your area of responsibility
- > Mentoring Instructors to ensure that we provide enjoyable, innovative and an effective training environment.
- > Work closely with the Standards Co-ordinator and the National Educational Performance Manager for Instructor support, assessments, moderation and educational standards.
- > Supporting the National Training Manager with specific projects and tasks from time to time.

OPERATIONS

- > The role will be split between instructing and non-instructing hours – which may change depending on the needs of the organisation.
- > Ensure training quality and content meets customer needs and delivered to meet their expectations.
- > Drive a culture of improvement, efficiency, cost management, health, safety and wellness within the instructor team.
- > Work closely with the Standards Advisor to support your instructors in best practice and regular improvement.
- > Keep the National Training Manager informed of any issues that may affect the ongoing performance of each instructors, and provide support and assistance where appropriate.
- > Assist other areas with instructor availability if required and support other areas should they seek your support.

PEOPLE MANAGEMENT

- > Foster a people-first culture. Lead, inspire and actively support your team to ensure cooperative working relationships through ongoing coaching, communication and early intervention on people related issues.
- > Supervise the recruitment, management and development of direct staff including induction, training, certification and compliance.
- > Supervise the annual performance reviews for Instructors to develop and maintain performance of teams and individuals.
- > Hold regular team meetings.

COMPLIANCE

- > Ensure that all requested and individual training is completed in a timely manner
- > Ensure you and all staff comply with Red Cross TQMS, operational guidelines and policies & procedures
- > Ensure effective resolution of employee issues within your team of any grievances and complaints in line with New Zealand Red Cross policy and legislative obligations
- > Ensure that all staff are inducted and informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their worksafely
- > Ensure the prompt and accurate reporting, recording and investigation of all workplace accidents if requested by the National Training Manager.
- > Ensure that all hazards are promptly assessed and managed for theirsignificance

STAFF MANAGEMENT

Number of direct reports	Variable (Instructors)
Number of staff reporting to direct reports	Nil

DELEGATIONS

Financial Delegations	TBC
Employment Related Delegations	TBC

Limitations of authority

Subject Matter

Recruitment of Instructors and support staff in accordance with approved staffing levels

Capital Expenditure

Expenditure (*within approved budgets*) Subject to internal management policies

Expenditure (*outside budget*)

Termination of employment (*subordinate staff*)

Approval Level

National Training Manager

Head of Education and Training

Within budget as approved by the National Training Manager

Not Delegated

Not Delegated

Person Specification

Qualifications

- > Experience in leading a team of trainers will be an advantage.

Experience and Competence

- > Qualified as a Level 2 first aid Instructor (minimum requirement)
- > Conversant with educational technologies and best practice in teaching is desirable.
- > Health and Care knowledge or education is an advantage
- > Superior communication (written and oral) and effective interpersonal skills
- > Proven human resource management skills, including the ability to influence and manage through strong leadership skills, coaching, training and development
- > Ability to exercise initiative with discretion and judgement, and apply risk management controls as needed
- > Proven ability to operate autonomously and as part of a larger team

Personal Attributes

MODEL | **Value diversity** | Promotes respect for diversity and human dignity

Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others
| Values, builds and develops diverse teams.

THINK | **Investigate, analyse and make decisions** | Seeks information and analyses evidence and data to make decisions

Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others.

ACHIEVE | **Drive results** | Takes responsibility for achieving results and maintains effective work behaviours under pressure

Takes accountability for delivering high-quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

LEAD | **Coach and develop** | Provides coaching and development opportunities to build capacity

Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue opportunities for development | Takes personal responsibility to develop and maintain up-to-date job knowledge

COLLABORATE | **Engage and influence others** | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives

Seeks out relationships that are mutually beneficial | Engages with a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case

General Conditions

- Adhere to and promote the 7 fundamental principles of RedCross:
 - > Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Health and Safety management system
- Be able to work flexible hours including some weekends
- Be enthusiastic and have the commitment to work as a team member of Red Cross.
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters

Travel

The appointee must be able to travel, generally within a local area, but may be required to support another location from time to time which could require an overnight stay.

Driver's Licence

A current motor vehicle driver's licence is essential.

The Instructor must have access to a motor vehicle that they can use from time to time should a Red Cross vehicle not be available. Private vehicle use will be reimbursed at the standard New Zealand Red Cross rates as promulgated from time to time.

APPROVED:

Authorised signature:	
Name:	Niamh Lawless
Position:	Secretary General
Date:	20December 2018