

NETwork Training Coordinator Job Description

NETwork aims to assist foreigners to become established in Cape Town and to become economically active. It will operate as a welcoming and accessible hub in the central location of 134 Main Road, Wynberg. NETwork will provide access to:

1. **Basic services** to assist people in getting started.
2. **Information** in terms of news, accommodation, jobs, education, and skills development.
3. Work **learning** opportunities through NETwork Journey curriculum
4. Linkage to a **job opportunities** portal once verified by a completed Journey.

Period of contract: 1 year with potential renewal subject to funding availability.

Reporting to the Project Leader Andre Ntambwe

Education & Experience required

- Matric and Relevant tertiary qualifications (e.g. Facilitator or assessor qualifications, NQF level 4 and above)
- Facilitation and listening skills
- Ability to communicate in a professional, business-like manner
- Ability to negotiate and manage external relationships
- Computer literacy (MS Office)
- Good interpersonal and relationship building skills
- At least three years working experience in this area

Attributes required

- Passion for training and development
- Enthusiasm
- Creativity and flexibility
- Resourcefulness
- Attention to detail
- Sense of excellence and professionalism

Key performance areas:

- Responsible for developing and planning client workshops, information sessions, and training sessions based on identified client needs and desired outcomes identified by NETwork.
- Attend relevant train-the-trainer programmes (Zanokhanyo) identified by NETwork and deliver the training to our clients in a format relevant to their needs.
- Develop a diary of relevant information sessions based on foreigner specific needs related to becoming established in Cape Town and finding work.
- Source and book appropriate external facilitators for information sessions at least 3 weeks ahead & phone 2 days before to confirm; 1 day after to thank (or e-mail)
- Ensure there is an appropriate booking and reminder system for clients for the workshops.
- Advertise workshops regularly including details of workshop name, time and venue to be displayed before workshop begin.

- Develop an attendance register and capture of client information sheets.
- Ensure that workshops are starting on time, attendance is checked against booking sheet and that client information sheets are filled in
- Develop feedback forms and ensure client evaluation forms are filled out at the end of each training session and are inputted into database
- Update all client records which workshop was attended
- Develop a monthly training report which captures information on numbers attending workshops and their feedback from the training.
- Develop a quarterly training report including consolidated information from prior 4 months of monthly training report, with a few comments in order for Project Leader to present to advisory committee
- Participate in a yearly SWOT analysis for NETwork training strategy as part of NETwork annual strategic session.
- Develop specialist knowledge in training and development sector
- Actively seek to create a network of relevant people and organisations in the training sector to increase NETwork list of referrals to specific skills training available .
- Develop and facilitate workshops and training for NETwork staff and volunteers relating to particular organisational and knowledge requirements.
- Identification of new referrals and new training products in the market relevant to NETwork
- Identification of possible new sources of funding for training and workshops.
- Take responsibility for creating and maintaining positive relationships with all colleagues.
- Develop a strong customer service attitude with all parties.
- Maintain a Personal Development Plan and act on it
- Actively demonstrate leadership abilities by coaching other colleagues and volunteers in their facilitation techniques.

Please submit your CV to Andre Ntambwe by the end of Friday the 19th of June 2009.

Andre Ntambwe

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