



SmartCulture®

SMARTCULTURE PTY LTD

Position Description- Contractor

Position	Senior Training Facilitator
Engagement	Contractor
Hours	Contractors will be requested to provide services, based on booking requirements and facilitator skills and experience. Volume of work depends on client needs, trainer skills, experience and availability.
Service fees	As per an agreed payment schedule: hourly/daily and per program rates
SmartCulture contact	General Manager

We are looking for passionate and motivated individuals to assist our awesome team at SmartCulture to facilitate our premium workplace training programs to an exceptional standard.

As we are a small team, we work together to get the jobs done well. Our SmartCulture® values (Belonging, Respect, Safe, Good fun, Team Player) are at the core of how we roll every day and how we work together. Our great workplace culture is designed by us, for us. We take our values seriously, we care about each other, support each other and respect each other.

You will play a hands-on role as the organisation navigates steady growth and continues to evolve. Working respectfully and collaboratively with the team (including the training coordinator, General Manager, other facilitators, administrative team and Founder) will be essential.

This opportunity will provide contract services, on an ad hoc basis, based on booking requirements and facilitator skills and experience. Volume of work depends on client needs and trainer skills, experience, and availability.

Service fees:

Fees will be in accordance with an agreed schedule of contracting rates (hourly/daily/per program), contract hourly daily rates and per training program taking into account the nature/location of work/program to be performed and your experience.

Services required:

- **Facilitate engaging, interactive learning sessions in both face-to-face and virtually live incorporating adult learning principles across all types of industries** as allocated by our Training Coordinator. As our programs are premium programs that involve sensitive topics, we therefore expect a very high standard of delivery and personal presentation for every session. We require energy, professionalism, passion for the content, solid knowledge and experience and someone who is a self-motivated learner to ensure your expertise and knowledge is always at a very high level with regard to the topics you are training on. SmartCulture will work with you to keep you in the loop of new changes and research too.

Depending on your qualifications and experience, this may include delivering programs focusing on workplace bullying/harassment/sexual harassment prevention/workplace bystander intervention, psychological safety/psychological health & safety within all levels of organisations, mostly within Australia and New Zealand. This will include the potential to work with clients across many different industries for example, government (local/state/federal); hospitality; financial services; education; hospitality, mining, construction; health and emergency services (to name a few).

- **Ensure that a high standard of preparation is undertaken for every training program** to ensure the session is effective, applicable and in alignment with client/SmartCulture expectations.
- **Travel interstate** within Australia as needed to conduct face-to-face training programs, often for several days at a time. Where possible, training programs within your state or territory may also be allocated to you to facilitate, depending on availability and the requirements of the program and our Training Schedule.
- Facilitate programs with the same high standards **virtually-live** (usually via MS Teams/Zoom). If you are outside of the Sydney-CBD area and therefore unable to facilitate programs from our Sydney office, you will be required to facilitate virtual-live programs from an approved set-up (a quiet and professional location with reliable high-speed internet and adequate lighting). You will also be required to ensure you have access to a back up 4G/5G wifi service.
- **Liaise with clients as necessary** (generally within the final stages of training program development) to ensure programs delivered are effective and aligned to their systems/industry and in line with our high standards of customer service. This may include attending conferences with the client during the development of the program/debriefs/discussing feedback and ideas for enhancing the program for any future sessions etc.
- **Complete administrative tasks as necessary** such as completing training logs and working to program checklists to ensure programs run as smoothly as possible.
- **Work closely with team members**, ensuring a safe and respectful communication at all times, to make sure the organisation continues to grow in a healthy, safe and productive way and is a great place to work, in alignment with our SmartCulture® values.
- **Attend Training Facilitator team meetings and professional development opportunities as required.**
- **Support other training facilitators as needed** with the development and delivery of programs.
- **Client development as required** working closely with the Founder, General Manager, and Training Coordinator to further develop opportunities with new industries and clients as

needed. Consistent nurturing of relationships, understanding of future needs and challenges of current clients to build into future plans and development of ideas.

- **Additional consulting work (as agreed and approved with you)** may be offered to you by SmartCulture for specific clients depending on your availability as the company continues to grow and evolve. This may include for example: program development; researching; drafting articles/social media content; website content; working with clients to practically implement proactive measures/ideas/enhancements from the training programs into their organisational systems.

Across these important pieces of work, you will be responsible for:

- Working in alignment with our values, working respectfully and collaboratively with all team members and gaining the contributions of others through consultation and sharing information, encouraging support of key stakeholders and challenging important issues constructively.
- Facilitating our premium workplace training programs in a professional manner with excellence to ensure the achievement of objectives and targets in line with key performance indicators.
- Actively building, maintaining, facilitating and collaborating with key internal and external stakeholders/clients to ensure an exceptional level of service is set and maintained in line with organisational objectives and values.
- Keeping yourself up-to-date with the HR/WHS industry and developments/cases as relevant for your areas of expertise and the content within the training programs.
- Understanding the work environment, providing balanced research and advice (non-legal) and consultation on complex matters, consistent with relevant frameworks and legislation, to internal and external stakeholders.

Key deliverables:

- A respectful attitude and willingness to be a safe/respectful team player who will consult in alignment with our strong behavioural expectations and our SmartCulture® values.
- A legal or strong consulting/employment background within the WHS/HR space in Australia, preferably with practical experience on cases/change management/understanding the legal duties and providing practical advice to clients in the areas regarding respectful/safe workplaces/psychological health & safety.
- Strong training/facilitator/public speaking skills with experience presenting in front of all levels of staff and leaders in both face-to-face and virtual-live environments.
- High standard of professionalism at all times, attending programs/meetings well-presented in alignment with our premium brand.
- Strong on ongoing understanding of employee relations and workplace health and safety concepts and legal requirements.
- Excellent verbal communication and writing skills.
- Behave in a respectful, appropriate and safe manner when working and travelling in connection with provision of the services.
- Ensuring any sensitive information that you are made aware of in connection with your services is kept strictly confidential unless there is a duty to report the information.
- Ability to be agile, responding in a positive and flexible manner to changing demands to achieve

outcomes and encourage others to do the same.

- Demonstrated project management skills and the ability to prioritise work, allocate tasks to meet key milestones.
- Strong client engagement and service skills believing in consultation and collaboration with the ability to influence points of view to positively impact culture and work environment.
- Experience in Powerpoint, Zoom and MS Teams, Google Drive/Docs/Sheets.
- Willingness and ability to travel interstate as necessary (including an overnight stay/stays as required).

Equipment required:

- Laptop (less than 2 years old) in good working order to ensure work and training programs are delivered effectively and smoothly.
- Backup internet service for virtual-live programs.

Contractor requirements:

- As a contractor engaged by SmartCulture you will be required to:
 - prior to commencement, be registered as a Pty Ltd company and provide your ACN;
 - invoice SmartCulture for services provided, and manage your own tax, superannuation and GST arrangements; and
 - maintain workers compensation, public liability and professional indemnity insurance (\$10 million cover). Certificates will be required to be provided to us prior to commencement of your contract.