

## PROFESSIONAL JOB DESCRIPTION - OCO SECRETARIAT

<b>JOB TITLE:</b>	Training Coordinator	<b>AREA:</b>	Operations
<b>REPORTS TO:</b>	Operations Manager	<b>LAST REVIEWED:</b>	December 2021
<b>EMPLOYMENT TERM:</b>	3 years	<b>SALARY BAND:</b>	Commencing at \$40,655

### PURPOSE:

The primary role of the Training Coordinator is to coordinate the activities for accreditation of the OCO Courses under the educational quality and assessment programme and provide administration and logistics support to the Operation Team.

The Training Coordinator will also be responsible for coordinating and evaluating all 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 to accredit the OCO Courses- 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.

### KEY RELATIONSHIPS:

External	Internal
<ul style="list-style-type: none"> <li>• OCO Member Countries</li> <li>• CROP organisations</li> <li>• Training Institutions</li> <li>• Regional Stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Operations Manager</li> <li>• Finance &amp; Corporate Services Manager</li> <li>• Human Resource &amp; Logistics Officer</li> </ul>

### KEY ACCOUNTABILITIES:

KRA 1: OPSF Standards Accreditation of OCO Course	
Responsibility	Expected Outcomes
<ol style="list-style-type: none"> <li>1. Coordinate and manage the meetings of the Industry Advisory Committees.</li> <li>2. Work in collaboration with the industry advisory committees to develop qualifications/units of learning/units of competencies.</li> </ol>	<ul style="list-style-type: none"> <li>• Meetings are held as planned and secretarial support is provided to IAC.</li> <li>• Qualifications are developed and are aligned with the needs of the industry.</li> </ul>

<ol style="list-style-type: none"> <li>3. Develop the necessary documents required for each micro-qualification/unit of learning.</li> <li>4. Convene stakeholders' consultations to seek endorsement of draft micro-qualifications.</li> <li>5. Develop and submit the application for accreditation of the micro-qualifications.</li> <li>6. Provide clarification and/or supplementary information required by evaluators on micro-qualifications.</li> </ol>	<ul style="list-style-type: none"> <li>• All necessary documents for the micro-qualifications have been developed</li> <li>• Stakeholder endorsement of micro-qualifications.</li> <li>• Accreditation applications are complete and submitted on time.</li> <li>• Supplementary information/clarification about the qualification is provided on a timely basis</li> </ul>
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**KRA 2: Coordinate Operations Division Training/Workshops**

<b>Responsibility</b>	<b>Expected Outcomes</b>
<ol style="list-style-type: none"> <li>1. Coordinate administration and logistics of meetings, workshops and awareness activities (face-to-face and online) organised by the Operations Division.</li> <li>2. Provide administrative support for all OCO online trainings.</li> <li>3. Liaise with trainers and participants to provide logistical and technical support, before, during and after face-to-face or online training.</li> <li>4. Compile data, maintain records of trainees' progress and achievements and evaluate the outcomes of training sessions and programmes.</li> <li>5. Update Training Database and provide monthly report on Training</li> <li>6. To undertake other duties commensurate with the role as may reasonably be assigned by Manager Operations</li> </ol>	<ul style="list-style-type: none"> <li>• Training conducted consistent in Work Program Budget</li> <li>• Post Evaluation Assessment completed after every training/workshop</li> <li>• Training Database is updated and report provided to Manager Operations.</li> </ul>

**KRA 3: Administration and Logistics**

<b>Responsibility</b>	<b>Expected Outcomes</b>
<ol style="list-style-type: none"> <li>1. Maintain the Operation team e-filing and paper filing system.</li> <li>2. Support the whole organisation's administration function.</li> <li>3. Provide planning support and coordination for the operation team on all meetings and trainings.</li> </ol>	<ul style="list-style-type: none"> <li>• Proper maintenance of the Operation Division's record</li> <li>• Timely logistics preparation for meetings and trainings</li> <li>• Timely provisions of reports internally and externally</li> <li>• Effective and up to date Training Need Assessment Process and Evaluation</li> </ul>

<p>4. Assist in the maintenance of the operation team training reports, monthly reports and project reports.</p> <p>5. Administration of Training Need Assessments and Training Evaluation and analysis</p> <p>6. Provide a high level of customer service in term of administration, travel and logistic support to the Operation team and all stakeholders.</p>	<ul style="list-style-type: none"> <li>• Satisfied Internal and External Stakeholders</li> </ul>
<p><b>KRA 4: Working with the OCO Team</b></p>	
<p><b>Responsibility</b></p>	<p><b>Expected Outcomes</b></p>
<ol style="list-style-type: none"> <li>1. Work with other Divisions across the organisation to implement the WP, the M&amp;E tools and strategies.</li> <li>2. Work closely with other Divisions on Administration, Logistics, HR and M&amp;E matters</li> <li>3. Carry out duties to help support the OCO mission statement in line with the organisation's values.</li> <li>4. Actively participate in staff meetings, team meetings, trainings, workshops and events on behalf of OCO (regional and international).</li> <li>5. Undertake other duties as assigned by Manager or HoS.</li> </ol>	<ul style="list-style-type: none"> <li>• Effective implementation and management of the WP, training and meeting activities</li> <li>• Effective and efficient work programs as a result of the M&amp;E plan implementation</li> <li>• Maintain regular contact and attend regular meetings with relevant stakeholders</li> </ul>

**ORGANISATIONAL CONTEXT:**

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:

- Course Accreditation
- Training Coordination
- 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:**

Mandatory	Desirable
<b>Formal Qualifications</b>	
<ul style="list-style-type: none"> <li>• Bachelor’s Degree in Education, Social Studies or related field</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate qualifications from other relevant disciplines</li> </ul>
<b>Knowledge and Experience</b>	
<ul style="list-style-type: none"> <li>• At least six (6) years of progressively responsible experience in conducting and designing training activities</li> <li>• Previous experience working on similar role is required.</li> <li>• Understanding of education curriculum and accreditation frameworks.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Experience in training and coordination work</li> <li>• Experience in organising and coordinating training and meetings</li> <li>• Ability to work in a multi-cultural environment</li> <li>• Experience in policy work</li> </ul>
<b>Skills</b>	

<ul style="list-style-type: none"> <li>• Highly developed oral and written communication skills with the ability to liaise with all levels of the organisation and the community;</li> <li>• Ability to use computer applications and Office suites including database, spreadsheets and e-learning platforms</li> <li>• Ability to work with and in multicultural teams.</li> <li>• Ability to work under pressure and to tight deadlines.</li> <li>• Ability to work proactively and adapt to changing circumstances.</li> <li>• Self-management skills (organisation and time management);</li> <li>• Ability to work well within a team;</li> <li>• Ability to work under strict guidelines.</li> <li>• Ability to work proactively and adapt to changing circumstances.</li> </ul>	
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**Attributes**

<ul style="list-style-type: none"> <li>• A positive 'can do' attitude</li> <li>• A team player</li> <li>• Trustworthy with advanced level of both personal and professional integrity</li> <li>• High level of motivation</li> <li>• Ability to learn and adapt quickly</li> <li>• Ability to make sound decisions and reasoned recommendations</li> <li>• Willingness to travel and work within the Pacific Region even for an extended period under challenging conditions</li> <li>• Passionate about making a genuine contribution towards capacity building in the Pacific</li> <li>• Enjoys Customs related work and has a passion for organisational improvement</li> <li>• Common sense, practical, result-focused approach and achievement orientation</li> <li>• Customer Service commitment</li> <li>• Confident and able to handle conflict situations and negotiations at various levels</li> <li>• Empathetic to all levels and cultures present in the organisation</li> <li>• Cultural and gender sensitivity</li> </ul>	
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**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:**

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Head of Secretariat

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Date

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Employee

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Date