

Training Support Manager

Long Term / Short Term	Long Term	Classification	Level 15
Reports To	Worker and Family Preparedness Senior Manager		

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

Purpose of Position

The **Training Support Manager** will be responsible for managing the development, implementation and where appropriate and necessary, the delivery, of tailored training and mentoring programs that will assist the Labour Sending Units of participating sending countries, and other in-country stakeholders, to ensure each Pacific country and Timor-Leste have effective engagement in PLMSP. Their primary objective will be the implementation of and support to the PALM Prepare initiative across PALM sending countries.

Engaging with LSU Trainers, and all relevant external and/or in-country providers (e.g., TVET, Pacific Australia Skills Program) the Training Support Manager will build and cultivate positive partnering relationships and foster a continuous improvement approach to all relevant training programs.

The Training Support Manager will provide guidance and assistance to Sending Country Governments and PLMSP Labour Mobility Engagement Manager's, Program Managers and Labour Mobility Coordinators on the development needs of the respective LSU staff as requested. They will provide advice to Engagement Manager's, Program Managers, Labour Mobility Coordinators and the Labour Sending Units on training opportunities as identified through the review of the Sending Country's LSU Capacity Assessment, ensuring the outcomes reflect an increase in capacity and performance of Labour Mobility Engagement Manager's.

The role will also focus on broadening training scope and implementation to meet the diverse needs of workers and family support.

Primary Responsibilities

The primary responsibilities of the **Training Support Manager** can be broadly described as follows:

- Manage the on-going development and support to implementation of PALM Prepare for PALM scheme workers and families from all sending countries and facilitate the roll-out of any subsequent versions or updates.
- Implement broader training, learning and development options for workers and families over the life cycle of the PALM journey.
- Ensure effective mentoring, communication, cross-learning and sharing of tools across LSU's through the growth of the Trainer Community of Practice.
- Working with the PLMSP MERL team, evaluate the efficiency and effectiveness of training to inform future changes.
- Work closely with the EM's, PM's and LMC's in each sending country, as well as the LSU's on the annual planning and LSU Capacity Assessment, (including the introduction and management of a Training Needs Analysis process where relevant) to better understand the training and support requirements for each respective LSU.
- Determine the training and support requirements for each LSU that can be met by the relevant PLMSP teams. Investigate and advise sending country governments on strategies for addressing identified training needs beyond the scope of the PLMSP, including engagement with local and external training providers.
- Provide updates on training activities and initiatives to sending country governments, PLMSP and DFAT as requested.
- With support from the Worker and Family Preparedness Senior Manager, build linkages via the PALM Prepare framework to ensure appropriate stakeholders are effectively engaged in training programs.
- Support relevant sending countries to develop strategies for implementing the appropriate training options.
- Provide advice and direction on the development, implementation, and maintenance of any new technology to support the learning process for workers and other relevant stakeholders, e.g., LSU's.
- Work with the Worker and Family Preparedness Senior Manager, to contribute to regional planning and budgeting for all training programs, utilising the analysis of sending countries capacity development and institutional strengthening needs.
- Participate as a member of the PLMSP team and contribute to planning and reporting activities.
- Understand how innovation and technology shape the way we work and introduce new ways of working through AI, data and technology.

Relationships, Communication & Development:

- Develop and maintain client and stakeholder relationships and maintain professional, respectful and effective relationships with your colleagues.

- Train, mentor and coach more junior colleagues, supporting them to work through ambiguity and ensuring messages from leadership are supported and clearly cascaded.
- Self-evaluate quality of work, thrive on continuous improvement, encourage and value feedback from others and develop skills in providing balanced feedback to others.
- Encourage a respectful work environment through applying effective conflict resolution techniques and unbiased motivational support in order to settle differences in a positive and constructive manner.

Other

- Other tasks as reasonably requested by the Worker and Family Preparedness Senior Manager.
- Travel locally and internationally, as required.
- Advocate for Australian development priorities.
- Foster equality, diversity and inclusion, drawing on capabilities from within the country/region wherever possible.
- Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. This includes incorporating policy principles into planning and everyday work, promoting process improvements, and reporting concerns to your Line Manager or Palladium's Integrity Hotline (details on Palladium website).
- Operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Reporting Requirements

This role reports into the Worker and Family Preparedness Senior Manager. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- Regular (minimum of monthly) one to one meetings with your line manager on the status of personal Key Result Areas (KRAs), career development discussions and any other matters.
- Palladium encourages flexible work practices to enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for at least 50% of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Minimum Education and Experience Required

- Tertiary qualification in a relevant discipline, such as education and/or training, as well as experience in international development and project management.

- Extensive experience in the development, delivery and facilitation of training programs, in an English as a Second Language context, using a range of dynamic and inclusive learning strategies and technologies, including lesson plans incorporating interactive learning activities, story boards, short instructional videos, topic-based slideshows.
- A solid understanding of the Australian technical and vocational education system.
- Experience working with programs in the Pacific, with a strong understanding of GEDSI concepts and issues.
- A demonstrated ability to build respectful, productive and sustainable working relationships with a variety of stakeholders (including partner government, civil society and the private sector) and working together to achieve results.
- Demonstrated ability to work autonomously with limited supervision, including an ability to initiate and follow up tasks, and prioritise and monitor progress.
- Strong ability to prepare accessible written reports and to present findings to a wide range of stakeholders.

Due to the evolving nature of our program, it is possible that the incumbent may be expected to undertake duties that fall outside the remit of their original Terms of Reference as reasonably required to ensure the ongoing success of the program.

Where this is required, the following will occur:

- The adviser has the skills and experience to fulfill the duties.
- This arrangement will be short term in nature.

Core Capabilities

Palladium's Core Capability Framework outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The project Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives