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Training Team Leader

Employment: 1.0 FTE, project duration, 30 June 2030

Reports to: Project Lead

Direct reports: Training Coordinator Team

Works closely with: Chef Trainers and ITS Officer

Location: Adelaide: Hybrid, SAHMRI Office

Who are we?

The Maggie Beer Foundation (Foundation) is committed to its vision of a future in which all older people in Australia eat good food each day. The Foundation was established by Maggie Beer AO in 2014 and is a registered not-for-profit organisation.

Our team works across Australia to promote access to good food that supports health, dignity, connection and wellbeing. In collaboration with older people, carers, aged care teams, clinicians, researchers and foodies, we work to improve the food experience and, with it, the quality of life for current and future generations of older people wherever they live.

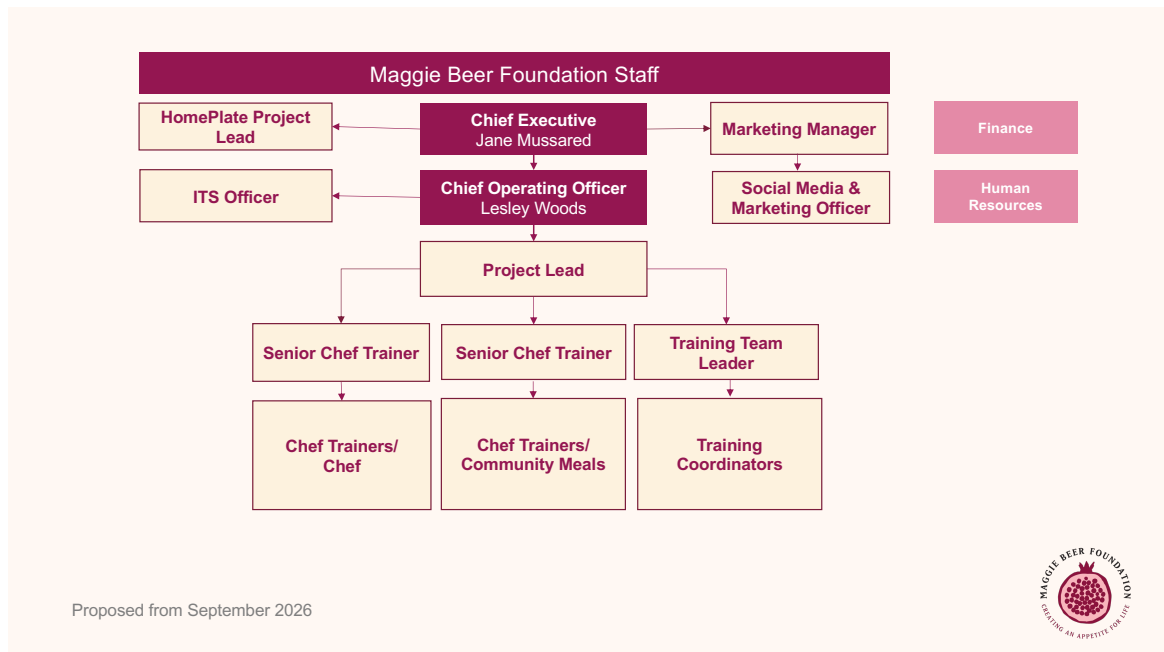
About the role

We work with government, aged care providers and health professionals to improve the food and dining experience for older people.

The Australian Government Department of Health and Aged Care is funding the Foundation to deliver education and training to chefs and cooks in residential aged care homes and community meal providers.

The Training Team Leader is an experienced adult learning professional who leads the Training Coordinator Team and oversees the systems, scheduling and operational processes that support reliable delivery of the Foundation's national training programs.

Working closely with the Project Lead, Chef Trainers and ITS Officer, the Training Team Leader ensures the team is prepared, participants are well supported, information is accurate and day-to-day issues are resolved promptly. The role provides direction, removes barriers and continually improves the systems and processes supporting program delivery.



Key responsibilities

Training operations and coordination

- Lead the planning and coordination of training activities across Australia, ensuring programs remain on schedule and operational requirements are met.
- Oversee participant onboarding, communications, scheduling, venue bookings, travel, accommodation and other delivery logistics.
- Ensure Chef Trainers have the information, resources and logistical support required to deliver training programs.
- Monitor upcoming activities, identify gaps or risks and resolve operational issues before they affect delivery.
- Maintain clear processes for expenses, receipts, attendance records and other training documentation.
- Support the coordination of online and in-person training, including the Trainer Mentor Program, Hubs, practical classes, webinars and Community Meals activities.

Systems, data and reporting

- Act as the operational owner of systems used to coordinate training, manage participants and track delivery, including Airtable, the CRM, learning platforms and relevant portals.
- Ensure information is accurate, complete and consistently maintained by the Training Coordinator Team.
- Work with the ITS Officer to identify business requirements, test improvements and support the implementation of new or updated systems.
- Uploading education and marketing content through online learning platform and MailChimp.
- Analyse operational data, identify emerging issues and use findings to support planning and continuous improvement.

- Develop and maintain dashboards/reports that give the Project Lead and leadership team visibility of applications, participation, delivery, progress and completion.
- Maintain and document processes and maintain standard operating procedures so logistics and systems can be managed consistently across the team.
- Coordinate the upload and administration of approved education and participant content across relevant platforms.

Team Leadership

- Lead and support the Training Coordinator team, setting clear priorities, responsibilities and expectations
- Allocate and monitor work across the team to support timely and balanced delivery.
- Provide regular guidance, feedback and development support.
- Hold regular team and individual check-ins, removing blockers, and making sure everyone has what they need to focus on delivery.
- Address performance or workload concerns and escalate significant matters where required. Build a collaborative team culture focused on reliability, service, shared problem-solving and continuous improvement.
- Work with the Project Lead and other relevant staff to anticipate changing program needs and plan team capacity.

Stakeholder and participant support

- Ensure participants receive clear, accurate and timely information throughout their involvement in Foundation programs.
- Build effective working relationships with Chef Trainers, participating organisations and other internal and external stakeholders.
- Respond to complex enquiries or concerns escalated by the Training Coordinator Team.
- Support positive and consistent participant experience across Foundation training programs.

General

- Maintain safe working conditions and practices in accordance with work health and safety requirements.
- Participate in personal and professional performance and development processes.
- Work in accordance with Foundation policies, procedures, values and strategic priorities.
- Undertake other duties consistent with the purpose and level of the role.

Decision-making and accountability

The Training Team Leader is responsible for the day-to-day leadership of the Training Coordinator Team and the reliable coordination of training operations within approved program plans, timelines and processes. The Project Lead retains accountability for program strategy, scope, budget, grant commitments and major decisions.

The Training Team Leader will:

- Set day-to-day priorities and allocate work across the Training Coordinator Team.

- Make routine operational decisions and resolve scheduling, systems, participant and logistical issues.
- Maintain oversight of training data, processes and operational reporting.
- Recommend improvements to systems, processes and ways of working.
- Escalate significant risks, delays, resource constraints or issues affecting program delivery to the Project Lead.
- Work within approved budgets and financial processes, without financial delegation unless separately authorised.

Working relationships

The Training Team Leader works closely with:

- Project Lead – program direction, priorities, oversight, escalations and support.
- Training Coordinator Team – direct leadership, work allocation, development and day-to-day delivery.
- Senior Chef Trainers, Chef Trainers and Foundation Chefs – scheduling, communication, resources and operational support for training delivery.
- ITS Officer – system requirements, technical development, troubleshooting and continuous improvement.
- Participating organisations and training participants – onboarding, communication, coordination and resolution of escalated issues.
- Foundation team and external suppliers – collaboration, travel, venues, communications, reporting and other operational requirements.

What success looks like

A successful Training Team Leader will:

- Ensure national training activities are well planned, appropriately resourced and delivered according to agreed schedules.
- Lead a capable, collaborative and responsive Training Coordinator Team with clear priorities and accountabilities.
- Ensure participants and Chef Trainers receive timely, accurate and consistent information and support.
- Maintain reliable systems, high-quality data and clear processes that support efficient program delivery.
- Provide useful reports and insights that give the Project Lead visibility of applications, participation, progress, completion and emerging risks.
- Identify and resolve operational issues early, escalating significant matters promptly.
- Work effectively with the ITS Officer to implement system improvements that meet the team's operational needs.
- Continually improve the participant experience and the efficiency, consistency and resilience of training operations.

Qualities, skills and experience

Essential

- 5+ years experience in administration, training operations, scheduling, project coordination or other relevant experience.
- Experience leading and supporting a small operational or coordination team.
- Demonstrated ability to coordinate complex schedules, logistics and activities across multiple programs, locations or stakeholders.
- Strong systems capability, including experience with Airtable or similar databases, CRM systems, learning platforms and Microsoft Excel.
- Ability to analyse data, develop reports, and use information to support planning and decision-making. Excellent organisation and time management skills, with the ability to manage competing priorities and remain calm under pressure.
- Practical, proactive and solutions-focused approach Excellent communication skills and stakeholder-management skills.

Desirable

- Experience supporting the delivery of education or training programs.
- Experience working in aged care, health, community services or the not-for-profit sector.
- Experience implementing or improving operational systems and digital workflows.
- Experience coordinating national programs, events or geographically dispersed teams.
- Experience with online learning platforms, Mailchimp and dashboard or reporting tools.