

JOB DESCRIPTION

JOB TITLE:	Training Adviser
GROUP:	Sales and Delivery
TEAM:	Agriculture and Horticulture
REPORTS TO:	Sales and Delivery Manager
DATE:	September 2026

Our strategic intent

To be trusted partners leading education in the primary sector for a prosperous and sustainable New Zealand. We will do this by:

- Continue to build a high trust partnership model.
- Ensure high learner achievement.
- Continue to operate a sustainable education business.

Purpose of Position

The Training Adviser manages the arranging of training for our learners by ensuring learners are enrolled in the appropriate programmes, supporting their progress through the programmes, and assessing their learning. The Training Adviser works with both learners and employers and plays a key role in building Primary ITO's reputation and brand throughout the sector/s in which the Training Adviser works.

The Training Advisor maintains strong connections with industry partners, attends events and forums to promote learning opportunities, and works closely with relevant Business Development Leads and/or Sector Managers to understand new products or services, and any business development or sales opportunities within the sector/s.

This position requires regional, and occasional overnight travel.

Key Areas of Responsibility

	Key Responsibility	Critical Tasks
1.	Product knowledge	• Actively participates in training or engages with such other communication channels, as appropriate, to ensure own knowledge of products is up-to-date. • Engages with relevant Business Development Leads and/or Sector Managers (where applicable) to seek technical advice or information on products. • Where applicable, contributes to product work groups.
2.	Sales/business development	• Works with relevant Business Development Leads and/or Sector Managers (where applicable) to identify and pursue business development/sales opportunities.

		• Utilises opportunities to be involved in events, forums, associations, and other activities to build networks and business opportunities. • Utilises contacts from existing employers and learners to build business and networks to prospective employers and learners. • Visits businesses and proactively markets Primary ITO to prospective employers and learners. •
3.	Customer visits	• Plans, organises and books workplace visit to meet the needs of customers and meet TEC requirements. • Works with the employer and learner to identify the training needs of the learner and develops a training plan. • Completes such forms and processes as required to facilitate the enrolment of the learner into the appropriate courses and programmes. • Uploads all required documents from customer visit to the processing team via a Case. • Actively manages and supports learners in their courses or programmes to achieve credits and encourage completion of their learning within the required duration. • Records the learner's journey in Trellis and ensures that our records accurately reflect where the learner is at, in their learning journey. • Visits, supports, and mentors NZ Apprenticeships four times a year.
4.	Off-Job Training	• Identifies relevant off-job classes for the learners to attend, schedules these classes into their training plan. • Attends off-job training regularly to touch base with learners. • Follows up on any absenteeism • Facilitates, as appropriate, study forums to assist learners. • Conducts course evaluations and ensures moderation archiving processes are followed. • Seeks relevant support and assistance where the learner has learning difficulties.
5.	Assessment	• Completes and facilitates assessment of learners' competence in on-job tasks, with verifiers and tutor support within scoped qualification levels. • Provides feedback to learners on assessment progress. • Completes assessor sections of learners' assessments. • Reports learner assessment of competence into Trellis. • Participates in professional development to maintain assessor skill levels and qualification knowledge.
6.	Maintain Customer Database	• Ensures relevant information is entered into and maintained in Trellis.

		- Ensures business rules are complied with. - Identifies missing results for the administrators to follow up on.
7.	Safety and Wellbeing	- Carries out the requirements of the position safely at all times while supporting the organisation's environment. - Adheres to Health & Safety policies and procedures.
8.	Cultural Capability	- Embraces our cultural values, demonstrates a willingness to grow bi-cultural awareness and expresses this both within and outside our organisation. - Uses the Te Ako Tiketike model to support learners and employers.

Working Relationships

The Training Adviser will work closely with:

Internal: Senior Training Adviser, Senior Delivery Coordinator, Business Development Leads and/or Sector Manager, Teaching and Learning Team, and other Primary ITO staff

External: Trainees, Employers, Training Providers, Local Community Stakeholders

Extent of Authority

Budget	N
General	As delegated by the Sales and Delivery Manager
Holds delegation	N
Jobholder can spend unbudgeted capital	N
Jobholder is responsible for committing the organisation to long-term contracts	N
Jobholder signs correspondence for Company	Y

Skills and Experience

Essential	Desirable
- Primary industry knowledge and expertise in designated area of specialisation. - Significant experience in customer service and stakeholder management. - Strong oral and written communication skills. - Proven ability to build, maintain and proactively manage relationships.	- Education sector knowledge - Knowledge of the region - Established networks - Assessment experience

Qualifications

Essential	Desirable
Requires tertiary diploma level qualification or equivalent level of knowledge gained through on job experience.	Qualification in relevant primary industry sector.

AGREEMENT with the duties and responsibilities of the position as reflected in this Job Description. Primary ITO and the Agriculture and Horticulture Team must be responsive to the needs of our customers so duties may change, and flexibility will be required from the Training Adviser.

Signature of Position Holder

Date

Signature of Manager

Date