



Position Name

Be Challenged

Position Description

Position Title	Facilitator Permanent Full Time
Reports to	Head of Facilitation
Date prepared	31.01.2024

Role Description

As a part of the Be Challenged Operations Team and reporting to the Head of Facilitation, the primary purpose of the Team Building Facilitator role is to facilitate the delivery of Be Challenged programs locally, nationally, and potentially internationally. The Team Building Facilitator role encompasses facilitation of programs at the level of lead and assistant facilitator, with additional emphasis on program development and innovation of in-house products, as well as proficient knowledge and understanding of our suite of programs. Be Challenged facilitators work collaboratively with team members in other parts of the business in the development and maintaining of positive client relationships.

Key Stakeholders

External	Clients <ul style="list-style-type: none">Facilitate and manage the delivery of programs; inclusive of communication with clients prior to program delivery, where appropriateDevelopment and maintenance of ongoing positive relationships with clients, with the goal of repeat business and referralsParticipating in meetings with sales executives and clients, to assist in the alignment of Be Challenged programs to the objectives and needs of the client
	External Providers <ul style="list-style-type: none">Communicate with suppliers and venues, where appropriate, in advance of programs and events to ensure all arrangements have been made
Internal	Sales Team <ul style="list-style-type: none">Closely collaborate in the building of strong relationships with clientsIdentify opportunities for the generation of repeat revenue with current clients
	Operations Team

	<ul style="list-style-type: none"> • Liaise with the Operations Team with regard to programs and events • Assist members of the operations team with other programs and events when appropriate • Work closely with team members from other states to manage the logistics of key program equipment as required. • Support the Head of Products in program development and innovation of in-house products • Liaise with workshop developer to familiarise with content and adjust as appropriate for client context and objectives • Actively participate in continuous improvement activities as part of the Be Challenged Connection Plan
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Performance Area

The Team Building facilitator will fulfill responsibilities and accountabilities relating to both team building facilitation and product management.

1	Team Building Facilitation	<ul style="list-style-type: none"> • Facilitating programs to a high standard of professionalism, demonstrating the ability to be flexible and respond to challenges with resilience • Delivering programs as per key client's outcomes, budgets and other requirements • Demonstrating the capacity to adjust facilitation style to a range of clients and contexts in a variety of locations across Australia. • Delegating the roles and responsibilities of internal and external assistant facilitators when working as the lead facilitator on programs • Reflecting on success and opportunities for improvements in operations and facilitation through the completion of a 'Lead Wrap' after each program • Actively seeking opportunities to continually learn, develop and grow as a facilitator
2	Secondary strengths-based area of focus	<p>Be Challenged facilitators engage with a secondary, strengths-based responsibility which may relate to:</p> <ul style="list-style-type: none"> • Sales Development: Assisting Sales with developing and converting opportunities • Event Management – Managing Be Challenged events

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| | | <ul style="list-style-type: none">• Product Development – improving or upgrading current product suite• Marketing – Assisting with the development of content and initiatives within the marketing bubble |
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The person

Qualifications	<ul style="list-style-type: none">• Possess a minimum HSC or equivalent qualification• Highly desirable but not essential – Possess additional tertiary qualifications in education, hospitality, event management or Learning and Development.
Experience	<p>Highly desirable but not essential – have had prior knowledge and experience in:</p> <ul style="list-style-type: none">• The Education sector (Primary, Secondary or Tertiary)• Personal training/coaching or similar• Facilitation or public speaking• MC, arts or acting• Event or venue management
Skills & Knowledge	<p>Possess:</p> <ul style="list-style-type: none">• Strong public speaking and facilitation skills• Strong verbal and written communication skills• A team orientated philosophy• A results orientated approach• A flexible and adaptable mindset• Proficient problem solving skills.• A growth mindset• Experience in Microsoft office is ideal but not essential (Word, Excel, PowerPoint and Outlook)• Experience in Salesforce is ideal but not essential



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