

Training Operations Co-ordinator

Permanent

Woodstock (Cape Town) – St John

St John – South Africa, an international non-profit organisation specialising in first aid, eye care, youth development and community health training, is seeking to employ a Training Operations Co-ordinator at its Woodstock office. The successful candidate will be responsible for the day to day running of all Training operations at all our centres and the Western Cape Centre business functions.

Key Performance Requirements:

Organises, plans, executes and reports on all training programmes, including bookings, instructor/assessor/moderator schedules, logistics, registrations and certification, at centre/regional level. Maintains instructor/assessor/moderator database with date of expiry and when monitoring/registering is due and monitors the HWSETA ERP system updates. Captures and maintains all required information for course bookings on Unity and uploads learners on HWSETA/TETA system.

1. Answers phone and email queries and responds to face-to-face queries, completing relevant required procedure for bookings, information follow-up, confirmation, etc.
2. Captures and maintains course bookings with all required information including demographic details of learners for First Aid, OHS and homecare courses on Unity on a daily basis.
3. Ensures original signed registers are provided to the client and Finance team for reconciling with petty cash requests.
4. Keeps a reconciliation of expenditure and assists with the onboarding of learners for sponsored project.
5. Provides a centralised booking and reporting service for national accounts based in their town/city/region. Performs reception, office admin and other duties as required.

Critical Skills and Competencies:

- Fluency in English (Read, Write and Verbal Communication)
- Proficient in Word and Excel
- Knowledge of Health and Safety, First aid compliance requirements would be beneficial.
- Conduct weekly checks on all course bookings and check against all invoices and prepare this in a monthly consolidated report. Report to Director of Training.
- The incumbent will spot check and evidence that instructors are including the Brigade Volunteer sign up clip as part of their introduction at every single class
- Strong Ethical Values and leading by example.
- Excellent Communication & Planning skills
- Highly flexible and ability to work in a demanding environment
- Problem solving capabilities
- Outstanding organisational & presentation skills and attention to detail
- The capacity to multitask and prioritise workload
- The ability to work to a high level under extreme pressure
- The capacity to work alone or as part of a team
- Reliability, honesty and leadership skills (as you may be involved in project management at some stage)
- Discretion and respect for confidential information
- Ability to multi-task effectively in a fast-paced, multi-faceted environment
- Proactive approach
- Leadership by example on compliance and governance.
- Excellent interpersonal, communication and organisational skills.
- Advantageous:

Insite and understanding the Occupational Health and Safety Act

Insite and understanding of the Quality Council for Trades and Occupation First aid Training environment

Insite and understanding of the Department of Employment and Labour First aid Training requirements

Qualifications and Experience:

- Drivers License is compulsory
- Matric/Grade 12
- Minimal of 5+ years' experience
- Must be in possession of a valid unendorsed driver's licence

- Computer Literacy is key - MS systems
- Basic bookkeeping proven knowledge, ability to work on accounting systems

All interested persons who meet the key requirements may submit applications.
All applicants must submit their CV and certified copies of formal qualifications to:
careers@stjohn.org.za no later than 3 October 2025.

No late applications will be entertained after the closing date.

If you are not contacted within 30 days of your application, please consider your application unsuccessful.



St John

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