

Human Resources

Position Description



Position Title:	Contract Region Manager: SEE
Accountable To:	RTO Program Manager: SEE
Location:	Service Delivery Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Contract Region Manager: SEE is responsible for the Skills for Education and Employment (SEE) service delivery at site level in accordance with the RTO delivery and assessment to enhance contractual and commercial performance across designated sites and locations. This role will assume responsibility for day-to-day operations, including leading staff to optimise contractual performance during delivery and assessment while meeting Participant needs and service delivery requirements.

Personal Attributes

This position requires a mature minded individual with a high level of interpersonal communication and organisation skills. You must be a team player who is flexible, outcome-focused and has a can-do attitude. You will possess liaison and negotiation skills and be able to build strong relationships with a broad range of key stakeholders. You will have the ability to lead and supervise multiple staff, and provide them with expert advice to assist Participants with a range of barriers engage in education. You will also have the ability to understand complex government contracts and associated guidelines, interpreting them in the context of the training service delivery.

Responsibilities

The Contract Region Manager: SEE is responsible for:

People:

- Lead, direct and support Trainers and Assessors to deliver services as required by the RTO, ensuring effective training and assessment outcomes for stakeholders
- With the assistance of the HR & QA staff, interview, recruit and induct new training personnel, as required
- Ensure Trainers and Assessors are effective in achieving performance KPI's
- With the assistance of the HR & QA staff, undertake staff probation and performance management reviews
- Provide Curriculum /Training Package co-ordination and advice for the delivery and assessment staff
- Schedule pre-training assessments, program delivery, post training assessments, reviews and audits
- Provide leadership for training and learning strategies
- Ensure sites are adequately resourced during period of leave, absence or high work load as required
- Manage site issues and complaints in accordance with the government authority and Organisational policies and procedures
- Support staff with internal ACSF/DLSF verification, moderation, task development and alignment activities
- Industry consultation for the provision of training programs
- Manage site issues and Participants needs in accordance with the government authority and Organisational policies and procedures
- Approve timesheets efficiently and effectively
- Conduct site meetings and professional development as required
- Delivery of classes as backup for staff during periods of leave
- Conduct administrative activities consistent with contractual and legislative requirements, and the RTO procedures
- Participate in professional development and training as required

Performance:

- Maximise performance by fully understanding contractual requirements and performance targets set by the RTO and Government authority

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- With the RTO Management team and train and deliver staff, develop strategies and action plans to rectify any gaps in performance and service delivery
- Provide current information on RTO training programs to key stakeholder contacts, including – employers, referring agencies and government departments
- Liaise with employers and industry to determine employers' training requirements for workplace-based projects
- With the RTO Program Manager: SEE, develop strategies to support referrals to training and work placement
- Coordinate and lead the sourcing and implementation of work placement opportunities for Participants
- Oversee the day-to-day delivery and assessment operations across multiple sites
- Co-ordinate staff development of learning and assessment resources
- Co-ordinate assessment, validation and moderation activity in accordance with RTO Standard Operating Procedures
- Ensure the government authorities and Organisational Key Performance Indicators (KPI's) are met
- Provide support and advice to training and delivery staff on Participant and contract compliance and requirements
- Assist with RTO audits

Profit:

- At site level, and contract region level, maximise program claiming in accordance with attendance and commencement and the government authority guidelines
- Maximise SEE program referrals and commencements in the contract region
- Support site engagement activities to maximise Participant attendance
- With the RTO Management team, develop and implement strategies that generate improvements to any attendance deficiencies identified

Quality:

- Ensure contractual compliance is in accordance with the Government authorities' requirements, ISO 9001 and the Australian Privacy Principles
- Conduct service delivery and administrative activities consistent with contractual and legislative requirements, RTO Standards and Organisational process and procedures
- With the assistance of HR and QA staff, ensure that the Organisations Quality Management System is implemented and adhered to, satisfying internal and external auditing requirements
- Ensure all relevant documentation and administration is stored securely to adhere to relevant legislation

Other:

- Promote Eighty9 Limited and maintain a high profile and professional company image
- Participate in professional development and training as required
- Involvement and participation in Eighty9 Limited meetings and functions as required
- Out of hours contact person for staff
- Other duties as directed by the RTO Program Manager: SEE

Quality Standards, Regulations and Responsibilities:

The Contract Region Manager: SEE is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The VET Quality Framework
- Government Authority Contractual requirements
- ISO 9001
- ISO 27001
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

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Qualifications:

- Certificate IV in Training and Assessment, or higher
- VET qualification
- Extensive Training Services experience in a similar role is required

Key Skills/Attributes required to fulfilling position:

- Ability to interpret The VET Quality Framework and government contracts
- Excellent organisational skills
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- High level of business acumen
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Advanced computer skills

Desirable Skills/Attributes:

- Experience working with special needs Participant groups such as people with a disability, non-English speaking background, drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable

Additional Factors:

- Driver's license essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- This position may require occasional attendance at meetings or training outside normal business hours

Selection Criteria:

- Highly developed communication, interpersonal and liaison skills
- Extensive experience in Training Services with proven abilities to perform roles of considerable responsibility
- Proven ability to work as part of a dynamic, targets and outcomes focussed team as well as operating autonomously