

# Human Resources

## Position Description



---

<b>Position Title:</b>	Team Leader: SEE
<b>Accountable To:</b>	Program Manager: SEE & EST
<b>Location:</b>	Service Delivery Sites
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

---

### **Position Overview**

The Team Leader: 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 Team Leader: 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
- Providing Curriculum /Training Package co-ordination and advice for the delivery and assessment staff
- Scheduling of pre-training assessments, program delivery, post training assessments, reviews and audits
- Providing leadership for training and learning strategies
- Ensuring 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
- Supporting 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
- Manage timesheets efficiently and effectively
- Conducting site meetings and professional development as required
- Delivery of classes as backup for staff during periods of leave
- Conducting administrative activities consistent with contractual and legislative requirements, and the RTO procedures
- Participating in professional development and training as required

#### **Performance:**

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

# Human Resources

## Position Description

---



- With the RTO Management team and training and delivery staff, develop strategies and action plans to rectify any gaps in performance and service delivery
- Providing current information on RTO training programs to key stakeholder contacts, including – employers, referring agencies and government departments
- Liaising with employers and industry to determine employers' training requirements for workplace-based projects
- With the Program Manager: SEE & EST, developing strategies to support referrals to training and work placement
- Coordinating and leading the sourcing and implementation of work placement opportunities for Participants
- Overseeing the day-to-day delivery and assessment operations across multiple sites
- Co-ordinating staff development of learning and assessment resources
- Co-ordinating assessment, validation and moderation activity in accordance with RTO Standard Operating Procedures
- Ensuring 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
- Assisting 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
- Maximising 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 Program Manager: SEE & EST

### **Quality Standards, Regulations and Responsibilities:**

The Team Leader: 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

# Human Resources

## Position Description

---



### **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
- Completed Covid-19 vaccination schedule
- 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