

Human Resources

Position Description



Position Title:	RTO Program Manager: SEE
Accountable To:	Executive Manager: Training Services
Location:	SA or WA, as required
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The RTO Program Manager: SEE will implement operational strategies, in accordance with the Organisations Global Services Model (GSM), that drive contractual and commercial performance in the Skills for Education and Employment (SEE) program in South Australia (SA) and Western Australia (WA). This position oversees the day-to-day operations of SEE delivery in all contract regions to ensure service excellence is provided to all stakeholders and external requirements for financial probity and contractual requirements are met. A key feature of the RTO Program Manager: SEE role is the provision of expert support and advice to operational staff to maximise contractual performance and financial profitability of the SEE program. The RTO Program Manager: SEE is also responsible to ensure relationships and partnerships are developed and maintained with key stakeholders in WA and SA.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and exceptional organisational and leadership skills. You will possess liaison and negotiation skills and be able to build strong relationships with a broad range of key stakeholders. You will be a team player who is able to drive performance via results driven teams with a demonstrated ability to show initiative and professionally represent the Organisation. You must be a flexible, outcome focused individual possessing a can-do attitude. You will possess the ability to lead and manage staff across multiple geographic locations, providing expert advice and understanding of complex government contracts.

Responsibilities:

The RTO Program Manager: SEE is responsible for:

Leadership:

- Implement the RTO's strategic and business plans as endorsed by the Executive Management team
- Lead RTO staff by utilising the Organisations GSM and 3PQ management model to ensure effective operational processes and systems are implemented
- With the RTO Management team, ensure day to day operations remain compliant against the VET Quality Framework, RTO Standards and Government Authority Deeds and Instructions
- Provide high quality contract knowledge, mentoring and coaching to the RTO leadership team and service delivery staff
- Create a work environment that builds a performance driven, collaborative and engaged staff culture
- Participate in research and preparation of tender submissions and projects applications to ensure growth and ongoing sustainability of the Organisation
- Draft correspondence as it relates to SEE, including but not limited to, business planning, project applications, milestone and annual reports and government liaison and departmental advices
- Promote the objectives of the Organisations' GSM through strong interpersonal, collaborative and effective working relationships with executive and senior managers, corporate services staff and all hubs service delivery teams throughout the Organisation
- Promote the aims and objectives of the Organisation through the development and maintenance of effective relationships with key stakeholders, Participants and community members, including brokering Memorandums of Understanding (MOU)
- Liaise and network with employers and industry bodies to determine their training needs and provide current information about our relevant RTO training programs
- Attend and contribute to RTO management and leadership meetings

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People Management:

- Direct leadership, supervision and mentoring and support of SEE Contract Region Managers and their respective teams
- Ensure operational management of the SEE staff is effective in meeting Organisational and departmental performance expectations
- With SEE Contract Region Managers, ensure all regions are adequately resourced during periods of leave, absences or high workload
- Facilitate and lead SEE program meetings
- With the assistance of HR & QA staff, recruit, manage and maintain performance of staff employed within the SEE program
- Manage complaints in accordance with Organisations' complaints policies, procedures and departmental advices/directions
- Reconcile and authorise staff timesheets and leave requests
- Provide an inclusive and high-quality service to all stakeholders irrespective of their age, gender, race, culture, religion, disability or circumstance

Performance Management:

- Maximise contract performance by fully understanding contractual obligations and performance targets set by the department and the RTO by developing strategies at a contract region level to deliver on these
- Drive continuous improvement approaches to achieve Organisational objectives of growth and quality servicing
- Ensure caseloads ratios are maximised through continuous referrals, direct registrations and commencements
- Drive strategic decisions and innovative ideas to develop performance of operations in SEE programs
- Work with RTO management and SEE Contract Region Managers to identify and rectify performance gaps in service delivery, by developing strategies for improvement
- Keep abreast of, and analyse, trends within the education and training sector
- Convene staff meetings on a regular basis to review contract performance and compliance
- Provide expert support and advice on site management matters to maximise the contractual performance and financial profitability of the sites and regions.

Profit Management:

- Manage and oversee SEE claiming and reconciliation with the department and internal finance department
- Ensure referrals and commencement are achieved in accordance with contractual and Organisational targets that meet revenue budgets
- Maximise project applications to support RTO contract effectiveness
- Review and analyse budgets and cost centre reports, to ensure profitability is fully maximised
- Oversee sites expenditure
- Ensure relevant resources and costs are controlled at site and regional level
- Identify any financial deficiencies at site and regional level, and develop and implement strategies that generate improvement.

Quality Management:

- Ensure SEE contractual compliance is in accordance with the government authorities requirements, RTO Standards, ISO 9001, ISO27001 and Organisational standards
- Ensure effective scheduling and auditing of Participants files and records management is in compliance with RTO standard operating procedures
- Conduct administrative activities consistent with contractual and legislative requirements, and Organisational procedures

With the assistance of HR and QA staff, ensure the Organisations Quality Management System (QMS) is implemented and adhered to at a regional level to satisfy internal and external annual auditing requirements.

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Other:

- Actively contribute as a member of senior management team
- Promote Eighty9 Limited and maintain a professional company image
- Participate in professional development and training as required
- Involvement and participation in Eighty9 Limited meetings and functions as required
- Act as the out of hours contact person for staff, as required
- Other duties as directed.

Quality Standards, Regulations and Responsibilities:

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

- The Organisation's Policies and Procedures
- The government authority contractual requirements and specifications
- The government authority Code of Practice and Service Provider Instructions
- The government authority complaints procedures
- The VET Quality Framework
- ISO:9001 Quality Management System
- ISOIEC 27001: 2023 Information Security Management System
- Relevant Commonwealth and State Legislation
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

Qualifications:

- Extensive Employment and Training Services experience in a similar role is required
- Qualifications in HR Management, Business or Training would be advantageous
- Certificate IV in Training and Assessment (TAE) is desirable.

Key Skills/Attributes:

- Demonstrated ability to supervise and manage the performance of managers and service delivery staff across multiple geographic areas
- Strong business acumen and proven ability to work with KPI's and targets to achieve/exceed performance and financial objectives
- Excellent organisational skills
- Exceptional understanding of the government funded employment programs and an ability to interpret contract requirements
- Ability to work cooperatively with other managers to achieve divisional and Organisational objectives
- Exceptional interpersonal skills and an ability to communicate at all levels with staff, management, stakeholders and the community
- Ability to understand and plan training delivery to suit apply for project funding to service delivery needs
- Well-developed IT knowledge and experience with capacity to work with multiple data base systems and platforms
- Experience working with special needs client groups such as people with a disability, drug and alcohol dependency, homelessness, domestic violence and psychological disorders
- Knowledge and experience working with indigenous clients and other culturally diverse backgrounds
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Exceptional interpersonal skills, and ability to communicate with staff, management, stakeholders and the community
- Proven experience in working autonomously

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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, training outside normal business hours and interstate travel

Selection Criteria

- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff supervision and developing high performing teams
- Extensive experience in education and training 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
- Exceptional understanding of RTO and government funded training programs and an ability to interpret contract requirements
- An ability to encourage and ensure a quality culture for continuous improvement and facilitate best practice across the organisation