

Human Resources

Position Description



Position Title:	Vocational Education Training Manager
Accountable To:	Executive Manager: Training Services
Location:	Service Delivery Region – as appointed
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Vocational Education Training Manager oversees the day-to-day operations of the RTO Vocational Trainer and Assessors and industry training programs to ensure service excellence is provided to all stakeholders and Participants. Key features of this position include directing and supporting staff to maximise the performance and financial profitability of the training programs, and ensure the requirements of the funded authorities, RTO standards and Organisational policies are met. The Vocational Education Training Manager is also responsible to ensure relationships and partnerships are developed and maintained with employers, industry, employment services providers, community and commercial stakeholders.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and exceptional organisational skills. You will possess liaison and negotiation skills and be able to build strong relationships with a broad range of stakeholders. You will be a team player who is able to drive performance 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 have the ability to manage staff, provide expert advice concerning servicing clients from a range of backgrounds, and manage complex work flows. You will also have the ability to understand complex government contracts and interpret them in the context of required service delivery modelling.

Responsibilities:

The Vocational Education Training Manager is responsible for:

People Management:

- The leadership, supervision, mentoring and support of Vocational Trainer and Assessor staff
- Ensuring Vocational Trainer and Assessor staff deliver performance expectations and meet KPIs
- Ensuring the services delivered by staff meet service delivery requirements
- Adequately resourcing programs during periods of leave, absences or high workloads as required
- Identifying, developing and maintaining collaborative relationships with key stakeholders from the Eighty9 Global Services Model brands, including; BlueSky Mind Studio, Employment Services and Workforce Connect to address non vocational/vocational barriers for Participants
- Interviewing, recruiting and inducting new personnel, with the assistance of HR & QA staff.
- Undertaking staff performance and reviews as required, with the assistance of HR & QA staff
- Managing program issues and complaints in accordance with the Organisations complaints policies
- Authorising and reconciling staff timesheets and leave requests
- Maintaining effective relationships with stakeholders including federal, state and local government agencies
- Providing a high-quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance.

Performance Management:

- Maximising program performance by fully understanding funded contractual obligations and performance targets set by the RTO and developing strategies to deliver on these
- Identifying and rectifying vocational education program performance gaps and developing strategies for improvement
- Developing strategies to support referrals to training and work placement opportunities
- Liaising with industry to negotiate and secure work placements and leading the sourcing and implementation of work placement opportunities for Participants

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- Providing direction, support and advice on training program matters to maximise program performance
- Keeping abreast of and analysing trends within the employment and training sectors
- Convening staff meetings on a regular basis to review program performance and compliance
- Developing strong relationships with key stakeholders in the social services and employment services sectors, and relevant local, state and commonwealth government departments.

Profit Management:

- Managing and overseeing income and expenditure across training programs to ensure profitability
- Ensuring that Staff-to-Participant ratios are well subscribed in accordance with RTO targets
- Ensuring Participants achieve program completion to maximise payments and Participant outcomes
- Using cost centre reporting to inform resourcing requirements
- Developing systems to manage labour costs that ensure programs staffed appropriately
- Identifying any financial deficiencies at a program level, and developing and implementing strategies that generate improvement.

Quality Management:

- Ensuring program compliance is in accordance with RTO Standards and Organisational quality standards
- Ensuring effective scheduling and auditing of internal Participant files and records management is in compliance with standard operating procedures
- Ensuring that the Organisations QMS is implemented and adhered to at a regional level to satisfy internal and external annual auditing requirements, with the assistance of HR and QA staff.

Other:

- Contributing as a member of management meetings
- Promoting the Organisation and maintaining a professional company image
- Participating in professional development and training as required
- Involvement and participation in meetings and functions as required
- Being an out-of-hours contact person for staff
- Other duties as directed by RTO Management

Quality Standards, Regulations and Responsibilities:

The Vocational Education Training Manager 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
- ISO/IEC 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 Employment Services, HR Management, or Training desirable but not essential
- Certificate IV in Training and Assessment (TAE) is desirable.

Key Skills/Attributes:

- Strong business acumen and proven ability to work with KPI's and targets to achieve/exceed performance and financial objectives

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- Demonstrated ability to supervise and manage the performance of Trainers and Assessors staff
- Ability to develop and lead a team and work cooperatively with other managers to achieve divisional and Organisational objectives
- Ability to interpret and successfully manage relevant government contracts and associated guidelines
- Ability to understand and plan training delivery to suit service delivery needs
- Excellent organisational skills
- Previous experience in managing multiple sites
- Proven experience in working autonomously
- Exceptional interpersonal skills, and ability to communicate with staff, management, stakeholders and the community
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Well-developed IT knowledge and experience with capacity to work with the government authorities IT system
- Experience working with diverse client groups such as people with a disability, non-English speakers, long term unemployed and clients with non-vocational barriers.

Additional Factors:

- Driver's license essential
- This position requires travel between delivery sites and attendance at meetings or training outside normal business hours
- National Police Clearance
- Working with Children Check

Selection Criteria

- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff supervision and developing high performance teams
- Extensive experience in training with proven abilities to perform roles of considerable responsibility and complexity to an exceptional standard
- Proven ability to work autonomously and as part of a dynamic, targets and outcomes focussed team ensuring quality business outcomes
- Exceptional understanding of RTO standards and an ability to interpret business contract requirements
- An ability to develop a quality culture with continuous improvement that facilitates best practice
- Experience in building networks and relationships with community organisations, employment services providers and local government bodies.