

POSITION DESCRIPTION

Position Title	Head of Centre
Position No	14245
Department	Holmesglen English Language Centre (Centre)
Faculty/Centre	International Education and Enterprise Solutions
Classification	Non-Executive Officer
Prepared By	Executive Director – Education and Applied Research
Date	November, 2023
Approved By	Associate Director - Human Resource Operations
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Provide educational and strategic leadership to: <ul style="list-style-type: none"> ▪ efficiently and effectively manage the human, physical and financial resources allocated to comply with relevant Institute and external standards ▪ promote an environment of customer service and continuous improvement through the management, review and evaluation of departmental processes which ensure the achievement of educational and organisational objectives ▪ support the department’s strategic planning, operational management and business development processes and the achievement of departmental and faculty key result areas. 2. Lead business development and initiate and lead the development, review and implementation of strategic educational plans and initiatives. 3. Support the strategic directions of the Institute through the identification, planning, implementation, marketing and promotion of existing and new programs. 4. Manage department compliance requirements and ensure course delivery and assessment is in accordance with the vocational education and training standards and contractual and funding agreement requirements.
Manager/Supervisor	Dean - Faculty of Education and Foundation Studies
Subordinates	<ul style="list-style-type: none"> ▪ Education Managers and senior operational staff within the Centre ▪ Supervisory responsibility for a range of full time, part time and casual teaching staff, as well as administrative, technical and other support staff which support teaching and training across the Holmesglen English Language Centre
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Chief Executive and the Executive Director – Education and Applied Research Solutions to support the strategic directions and operational objectives of the Institute and the department.

External Communication Requirements

- Faculty deans, Institute managers, senior educational staff, as well as teaching and support staff, to ensure the integration and maximisation of facilities and resources as well as program compliance and consistency.
- Specialist support managers, and other relevant staff, to report and address operational matters which support the operations of the department.
- Participate in internal activities, and communicate the Institute's strategic directions, representing the views of the Institute, department and the campus locations supported.
- Management and staff in departments and faculties across all levels of the Institute as required to perform the duties of the position and to ensure a coordinated, effective and efficient approach to teaching, training and educational opportunities.

- Develop and maintain appropriate networks within the English Language Teaching, Vocational and Higher Education and Training sectors including:
 - government agencies and regulatory authorities
 - public and private Registered Training Organisations (RTOs), universities and secondary colleges
 - relevant industry organisations, industry reference committees and relevant Industry Advisory Groups
 - industry representatives and industry regulators as appropriate.
- Educational and business contacts to develop and maintain effective working relationships in the provision of educational services, advice and information relevant to the operations of the department.
- Participate in external activities and events, and communicate the Institute's strategic directions, representing the views of the Institute, department and the campus locations supported.

Specific Accountabilities

1. Provide strategic and operational planning for the Centre and the Institute and lead strategic business development initiatives.
2. Ensure that all activities of the department are consistent with faculty key performance indicators and Institute strategic objectives.
3. Provide leadership within the department that is inclusive, supports change and motivates and encourages staff to perform to their full potential and to maximise learner outcomes.
4. Identify resource requirements, including human, physical and financial, and structure program delivery to reflect agreed program profile and contractual requirements and report as required on the outcomes of agreed targets.
5. Market and promote departmental programs and operations by:
 - establishing and maintaining links with industry, professional bodies and the wider community and developing strategic alliances to benefit the Centre and the Institute
 - representing the department and the Institute at professional events, forums and conferences
 - participating in external industry programs which further enhance the reputation of the Institute

- developing a promotional plan for programs in accordance with Institute and faculty marketing plans, scheduling appropriate staff to participate in a range of promotional activities
 - developing, promoting and maintaining effective relationships and partnerships with employers, industry groups, government and community organisations necessary to maximise potential new business opportunities
 - identifying opportunities that may be utilised by the department/ faculty and proactively initiate promotional activities, within resource parameters, to achieve profile/ budget targets.
6. Prepare and monitor annual program profiles, staffing schedules, salary and non-salary budget submissions for the costs within the Centre.
7. Provide authoritative leadership and management to the department by:
- recruiting, inducting and scheduling staff to deliver agreed program profiles efficiently and within allocated resources
 - establishing, communicating and reviewing the allocation of duties through the annual performance review process
 - reviewing the currency and vocational competency of teachers/trainers/assessors annually and planning appropriate professional development as required
 - leading innovative and strategic practices including course delivery and assessment methodologies
 - managing enrolments and monitoring the timely and accurate completion of on-line claiming and resulting for courses
 - preparing and maintaining quality and compliance documentation for courses and programs being delivered and assessed
 - guiding and supporting relevant departmental staff in the effective management of difficult student/classroom situations
 - maintaining communication processes to ensure that course evaluation occurs and providing feedback to students on the progress of their units of competency
 - leading and participating in curriculum development and maintenance, and resource development, to ensure course compliance, currency and relevance to industry and student need
 - forecasting future staffing needs to ensure delivery of the program profile.
 - Identify and manage innovative training delivery through a variety of existing and new partnerships.
8. Prepare an annual set of Key Result Areas (KRAs) for the position and negotiate and monitor KRAs with Manager and Education Managers.
9. Assist in the preparation of tenders, applications, business cases and other documents for the purposes of advocating Holmesglen as a service provider for public or private benefit.
10. Ensure timely and appropriate communication within the department in relation to:
- key Institute initiatives, business processes and policies
 - employee code of conduct

- regulatory guidelines and changes to regulatory requirements.
11. Ensure Institute targets for Centre courses are met, initiating new programs to meet industry and community needs and promptly providing statistical data and reports as required.
 12. Maintain effective lines of communication with the Leadership Group, Institute management, teachers and support staff throughout the Institute.
 13. Foster collaboration with other departments within the faculty, and across the Institute, in relation to continual improvement activities, course delivery and strategic projects.
 14. In relation to student administration and support:
 - ensure all required student administrative processes, including enrolment and registration, are implemented and completed in accordance with Institute requirements and approved timelines
 - ensure full and accurate course information is provided to the student
 - ensure all teachers/trainers/assessors enter results into the Institute Student Management System within seven (7) working days of submission/observation of student work
 - ensure the retention of records in accordance with current Standards for RTOs and funding contracts
 - monitor course progress and student completions
 - manage student grievances in a timely manner and consistent with Institute policy and procedures.
 - approve result amendments/course transfers and deletions in accordance with delegated authority and stated timelines.
 15. Ensure required educational governance meetings are held in accordance with Institute policy.
 16. Monitor current educational and relevant industry developments and lead innovative and strategic program delivery and assessment methodologies to ensure programs are compliant, current and relevant to industry and student need.
 17. Foster a 'zero tolerance' culture to discrimination, bullying and harassment and act in accordance with Holmesglen's safety policies and procedures.
 18. Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation, and relevant regulatory and governance authorities.
 19. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
 20. Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

Qualifications

Minimum

Relevant degree and postgraduate qualification in a vocational area relevant to the operations of the department.

Preferred

- An approved course of adult teacher training accredited at Australian Qualifications Framework (AQF) Level 6 or above with:

Knowledge

- studies in adult learning methodology
- studies in teaching in a Vocational Education environment
- studies in Applied Research (linked to the Boyer framework of scholarship)
- 200 hours of supervised practicum.
- Post graduate qualifications in Adult Education or relevant educational field.
- A relevant post graduate management qualification or commitment to undertake a qualification in management and leadership.
- A sound knowledge of the English language training sector, the courses and applicable community partnership arrangements.
- Comprehensive understanding of current issues and developments in the Vocational and Higher Education sectors and in relevant industries served by the Institute and supported by the department.
- Understanding and application of the legal and regulatory requirements of the VET environment.
- Demonstrated knowledge of compliance requirements, and the development and maintenance of compliance documentation, for the Australian Skills Quality Authority, the Australian Quality Training Framework and agreed funding and regulatory authorities.
- Experience in and/or knowledge of the following:
 - curriculum/course material, and on-line learning material development
 - industry liaison
 - marketing of programs and courses.
- Knowledge of:
 - innovative teaching and learning strategies, including an understanding of a variety of educational models and delivery methods necessary to support and meet the diverse needs of students
 - policies and practices relating to Equal Opportunity, Occupational Health and Safety, bullying, harassment and privacy legislation.

Experience

- Demonstrated extensive management experience in an educational environment, including a sound background in teaching and administration, preferably in a vocational and higher education and training context.
- Demonstrated experience in:
 - the effective management and strategic leadership of a teaching department within a large education institution, including associated financial responsibility
 - the english language teaching, vocational and/or higher education sectors
 - effectively leading and managing change
 - the development and maintenance of effective industry relationships and partnerships
 - the development, implementation and evaluation of educational programs within the VET and higher education context.

Skills

- Significant teaching experience, including significant experience as a TAFE and/or higher education teacher post teacher training would be advantageous.
- Project management experience in successfully developing new business ideas, negotiating, and implementing large projects and partnerships.
- Excellent organisational and administrative skills, proven time management skills with the demonstrated ability to manage projects, meet deadlines, achieve goals and to work concurrently on and prioritise competing demands.
- Strong interpersonal and written and verbal communication skills as well as the ability to negotiate effectively and work through issues constructively with staff, students and relevant stakeholders.
- Excellent networking and stakeholder management skills and the ability to implement business, marketing and workforce development plans within a strategic framework.
- Demonstrated ability to:
 - work towards a defined vision and organisational strategic goals
 - operate with a high degree of responsibility and operational autonomy
 - work under pressure whilst continuing to exercise high level judgement and sound business, educational and operational decisions in an environment of competing demands
 - deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified issues
 - set and maintain appropriate workplace and operational standards and to unite and lead a team toward the achievement of agreed goals and objectives
 - lead change management and continuous improvement initiatives
 - understand and apply project management principles
 - negotiate, consult and liaise with relevant education and industry stakeholders and contacts.
- Ability to work with staff with varying experiences, and from a variety of backgrounds, and influence subordinates in implementing the department, faculty and Institute vision.
- Computer literacy including MS office, student management systems, timetabling, and financial and other reporting applications.

Key Selection Criteria

In addition to qualification requirements the incumbent will have:

1. A clear vision for the ongoing development of flexible and innovative teaching and learning programs and a demonstrated capacity to lead and implement educational change across a large and complex educational organisation.
2. Demonstrated depth of experience in successfully leading, motivating and managing a diverse group of staff.
3. Excellent communication and interpersonal skills with demonstrated experience in the development and maintenance of effective stakeholder relationships and partnerships.

4. The ability to effectively plan, organise and implement new programs and delivery strategies including student management and new technology.
5. Demonstrated knowledge and experience in:
 - managing large projects or business development initiatives and/or external partnerships
 - any or all of the international education, settlement, english language teaching, vocational and higher education sectors.
6. Human, financial and physical resource management and budgeting skills and demonstrated ability to develop and implement relevant operational, strategic and financial management plans

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- All employees must provide evidence of COVID-19 vaccination status.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.