

POSITION DESCRIPTION

Position Title	Education Manager
Position No	
Department	Community and Social Studies
Faculty/Centre	Health Science, Community and Social Studies
Classification	Education Manager – Level 1 (EM 1)
Prepared By	Dean - Health Science, Community and Social Studies
Date	August, 2023
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Provide educational leadership, and support the department's strategic planning, operational management and business development processes to ensure that departmental service targets are achieved. 2. Ensure compliance with the Australian Skills Quality Authority (ASQA) and funding agreement requirements by: <ul style="list-style-type: none"> ▪ supporting the Head of Department to facilitate the implementation of compliance processes ▪ preparing and monitoring compliance processes and documentation for the delivery of training courses ▪ monitoring faculty data ▪ liaising with faculty Education Managers and senior education staff to enable quality assurance and consistency of course delivery. 3. Effectively manage a range of courses across the department and ensure the development, delivery, resource organisation, assessment and resulting of students is in accordance with the Institute policies, relevant training packages, contractual obligations and regulatory requirements. 4. Work collaboratively with key clients and utilise a professional body of knowledge to determine strategies and programs which facilitate the delivery of superior courses and services to client groups.
Manager/Supervisor	<p>Head of Department – Community and Social Studies.</p> <p>In relation to faculty specific requirements and responsibilities there may be a need to functionally report to the faculty Dean.</p>

**Subordinates
(Where Applicable)**

**Internal Communication
Requirements**

**External Communication
Requirements**

Specific Accountabilities

This position has supervisory responsibility for a range of full time, part time and casual teaching staff, as well as administrative, technical, stores and other support staff across Community and Social Studies teaching and training.

- Head of Department, senior educational management and teaching, administration and support staff to ensure integration and maximisation of facilities and resources as well as course compliance and consistency.
- Specialist support managers, and other relevant staff, to report and address operational matters and negotiate proposed solutions.
- Dean - Health Science, Community and Social Studies.
- Participate in internal activities as required, representing the views of both the 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.
- Participate in external activities as required, representing the views of the Institute, department and any campus location supported.
- Develop and maintain appropriate networks within the Vocational Education and Training (VET) sector including:
 - education providers. public and private Registered Training Organisations (RTOs) and relevant industry organisations
 - Local Learning and Employment Networks
 - Industry reference committees and relevant Industry Advisory Groups and key industry stakeholders to support the quality and growth of courses
 - Municipal councils, employers, industry representatives and industry regulators as appropriate.
- Negotiate, consult and liaise with a wide range of organisations (government and non-government) and personnel outside the Institute, and at a variety of levels.
- Foster and maintain links with training organisations to maintain consistency of delivery.
- Common interest groups and prospective and existing students including parents and carers of students (where appropriate).

Responsibilities of an Education Manager are consistent with the General Context and Task Level for Teachers, Senior Educators and Education Managers included in the relevant Enterprise Agreement.

1. Lead the design, development, delivery and evaluation of innovative, customised, high quality and flexible vocational education and training courses, including both on and off-campus, online and industry based.
2. Coordinate, motivate and supervise a team of professional teaching and non-teaching staff in the delivery of professional educational services.
3. Develop, implement and deliver appropriate teaching, learning and assessment strategies to ensure optimum student learning outcomes.

4. With the Head of Department manage and supervise reporting staff including:
 - the recruitment, selection and the induction of new staff
 - preparation of annual program scheduling
 - development of workplans, key performance indicators and performance management reviews
 - planning relevant professional development activitiesto optimise staff performance and ensure the delivery of professional educational services.
5. Prepare documentation, and schedules for unit validation, to ensure all delivery processes and assessment materials meet Institute, training package and ASQA requirements.
6. With the Head of Department prepare, monitor and report on the department's budget, make recommendations, and participate in activities which promote the department and its projects both internally and externally.
7. Provide authoritative leadership, motivation and mentoring to a team of teaching and support staff across the full range of the specified teaching and course areas to:
 - monitor the vocational education and training market, and industry and client feedback, to ensure courses remain competitive and meet client demand
 - monitor the timely and accurate completion of on-line claiming and resulting for courses including quality & compliance documentation for courses being delivered
 - conduct regular course meetings to enable effective planning, monitoring, moderation, validation and evaluation to occur
 - guide and support staff in the effective management of difficult student/classroom situations
 - lead and participate in curriculum development and maintenance, and resource development, to ensure course compliance, currency and relevance to industry and student need
 - maintain communication processes to ensure that course evaluation occurs and to provide feedback to students/ apprentices on the progress of their units of competency
 - ensure appropriate professional development is undertaken by all VET trainers/teachers to remain current with industry standards and competent in accordance with ASQA requirements
 - prepare employer and Institute reports as required.
8. Be accountable for the monitoring and reporting of student contact hours, student result entry, teaching hours and income and expenditure for each program within the discipline areas, and report against relevant key performance indicators.
9. 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
 - develop training and assessment strategies (TAS) for each student cohort, ensuring involvement with relevant industry representatives, to optimise student outcomes
 - ensure pre-training reviews, including Language, Literacy and Numeracy (LLN) assessments are administered for each student prior to enrolment

- ensure full and accurate course information, including a statement of fees and training plan, is provided to the student
 - oversee student monitoring and support strategies
 - conduct validation of assessment in accordance with validation schedules.
10. Provide, or arrange for, additional educational support for individual students as identified in the pre-training review and plan, implement and evaluate teaching and learning strategies to support student progress.
 11. Liaise with industry contacts to facilitate effective and relevant vocational student placements and oversee field placements through relevant internal and external personnel.
 12. Encourage educational excellence in the development and delivery of courses and educational services, including fee for service activities, across the department and faculty.
 13. Lead and participate in the student selection process, support students with course advice and progress and address student issues and concerns including matters impacting enrolment targets and course delivery.
 14. Participate in external industry activities which promote and enhance the reputation of the Institute and which provide key client management and support.
 15. Maintain an awareness of trends and opportunities in education and training delivery by appropriate networking and professional development activities.
 16. Remain informed of expected future developments in curriculum and investigate, design, manage and evaluate projects to support the development of the faculty's educational objectives and the long term strategic direction of the Institute.
 17. Support the Institute's strategic plan and vision and identify, plan, implement, market and promote existing and new courses, working to ensure that all activities align to the Institute's commitment to quality.
 18. Support the Institute's commercial targets and key performance indicators through the management and expansion key clients, and the preparation of relevant proposals, quotations and client reports.
 19. Ensure compliance with the requirements of the Holmesglen Management System, applicable legislation and relevant external authorities, including the Child Safety Standards.
 20. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
 21. Act in accordance with Holmesglen safety policies and procedures to ensure staff and departmental work areas comply with relevant Occupational Health and Safety legislation.
 22. Foster a culture of continuous improvement and customer service among teaching and administrative staff and ensure that all activities are conducted in accordance with the requirements of the Holmesglen Management System and relevant regulatory authorities.

Qualifications

Minimum

- An approved qualification in one or more of the following areas
 - Disability
 - Community Services
 - Aged Care
- An approved course of adult teacher training accredited at Australian Qualifications Framework (AQF) Level 6 or above with:
 - 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 teaching practice.
- Certificate IV in Training and Assessment - TAE40122 or predecessor/successor qualifications

Preferred

- Relevant higher level tertiary or post-graduate qualifications in an area relevant to the programs offered by the department.
- Post graduate qualifications in Adult Education or relevant field.
- A relevant management qualification or commitment to undertake a qualification in management and leadership.
- Membership of a relevant professional or industry association.

Knowledge

- In depth, and current industry knowledge directly relevant to the disability, aged care or community services, with a particular emphasis on current technology and industry practice.
- Demonstrated knowledge of compliance requirements, and the development and maintenance of compliance documentation, for ASQA and agreed funding and regulatory authorities.
- An experienced educational professional and leader with high level theoretical, educational and operational knowledge necessary to support the achievement of educational and business objectives.
- Demonstrated understanding of the application of a range of adult teaching methodologies, techniques and standards appropriate to the course areas of the department.
- Knowledge of:
 - the relevant industries supported by the department
 - one or more disciplines within the allocated areas of responsibility
 - analysis, design and development of adult education learning solutions and life-cycle
 - implementation and delivery of training packages
 - curriculum/course material and on-line learning material development
 - staff selection and induction processes
 - industry liaison.
- An understanding of current issues and developments in the VET sector with particular emphasis on the areas of responsibility and consequent applicability to industry.
- Marketing of courses.
- An understanding of the impact of Workplace Health and Safety and Equal Opportunity issues within the allocated areas of responsibility.

Experience

- Proficient educational leader and manager with acknowledged experience in leading, motivating and supervising a team of professional teaching and non-teaching staff in the delivery of educational services and outcomes.
- Approved relevant industry experience and the ability to demonstrate currency in vocational workplace competencies.
- Significant teaching experience, including significant experience as a TAFE teacher in one or more course areas of the department post teacher training.
- Experience in delivering high level customer service providing courteous, informative and accurate responses to all enquiries.
- Experience in the management and coordination of courses and educational resources, ideally within a post-secondary education institution.

Skills

- Sound educational background with high level interpersonal, organisational, management and communication skills, both written and verbal.
- A highly skilled educational leader with acknowledged excellence in academic leadership and a demonstrated ability to continue to develop, implement and evaluate the educational areas of responsibility.
- Demonstrated ability to:
 - work with, lead and motivate a team of professional staff in a specialist or functional unit towards defined organisation, education and personal goals
 - negotiate, consult and liaise with relevant education and industry stakeholders and contacts
 - maintain expenditure within given budget limits
 - co-ordinate the development and implementation of new and existing courses
 - 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
 - adapt to and lead change management and continuous improvement processes.
- Significant initiative, sound judgment and reliable leadership at all times in carrying out the requirements of the position.

Key Selection Criteria

- In addition to qualification requirements the incumbent will have:
1. Proven educational leadership and management skills, significant experience as a teacher or coordinator in one or more course areas of responsibility with knowledge of current issues and developments in the VET sector
 2. A demonstrated ability to supervise, lead and motivate a team of professional staff towards the achievement of defined organisational and educational objectives.

3. A thorough understanding of the TAFE system, its structures and operations, including knowledge of industry training requirements for the VET sector generally and regulatory, compliance and reporting requirements in the particular areas of responsibility.
4. Capacity to plan training courses and related activities and effectively lead and/or participate in the development of new educational initiatives consistent with strategic directions.
5. Demonstrated ability to initiate and manage industry partnerships and strategic alliances.
6. Highly developed interpersonal and written and verbal communication skills including the ability to establish strong links with industry as well as the ability to negotiate effectively and work through issues constructively with staff, students and relevant stakeholders.

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.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- 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 and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.