### ROLE DESCRIPTION

**Role Title:** Team Leader  
**Department:** Education and Training  
**Reports to (title):** Site Manager

### Organisational Environment

MADEC is a community based non-profit company dedicated to servicing the Sunraysia, Mid Murray, Murray Darling, Riverland, Murraylands, Kadina/Clare and Adelaide South regions. As an innovative and responsive community business MADEC will meet the needs and aspirations of individuals and communities through premium provision of community education, training, employment and enterprise services.

MADEC operates as a multi-site service provider within Job Services Australia, managing an Education, Employment Services Contract which delivers employment/educational outcomes for defined client groups in accordance with guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR).

### Primary Purpose of Role

The position of Team Leader Education & Training is responsible for leading the Education & Training Services Team in the achievement of outcomes in accordance with contractual requirements and departmental targets.

The main focus for the position is:
- Manage team performance against set targets
- Ensure compliance with both contractual and AQTF requirements in the delivery and management of training programs
- Facilitate and coordinate training requirements of team members relevant to their position
- Contribute to the preparation of the Training budget, business plan and funding submissions

### Direct Reports to this Role

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Total Number of Reports</th>
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### Key Relationships

<table>
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<tr>
<th>Category</th>
<th>Relationships</th>
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<tbody>
<tr>
<td>Internal</td>
<td>Team Leaders, MADEC Trainers, Administrative staff</td>
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<tr>
<td>External</td>
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<tr>
<td>Key Responsibilities/Accountabilities:</td>
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<td>----------------------------------------</td>
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<tr>
<td><strong>Leadership &amp; Supervision</strong></td>
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<tr>
<td>Undertake day to day responsibility for the delivery of Community College Services within the department</td>
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<td>Identify training and development requirements for staff and report to the Site Manager</td>
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<td>Develop and maintain a productive and supportive team environment within the department</td>
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<td>Provide reports to the Site Manager on activities and outcomes</td>
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<td>Ensure the timely and accurate recording of all student activities, particularly those which are provided on behalf of funding bodies</td>
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<tr>
<td>Provide leadership of Trainer and Administration staff and support to the Site Manager, to ensure that all operations are conducted in accordance with AQTF standards</td>
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<td>Enrol and interview students</td>
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<td>Maintain a hands on approach to client training in program areas as qualified</td>
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<td>Ensure accurate and relevant student information is maintained in accordance with legislative and contractual requirements</td>
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<td>Monitor student satisfaction surveys for areas of improvement</td>
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<td>Identify and address students barriers to effective learning and arrange appropriate assistance/services where required</td>
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<td>Assist in the development of programs which provide Job Network clients with skills necessary for the transition to on-going active employment</td>
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<td>Train and assess students as required</td>
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<tr>
<td><strong>Administration</strong></td>
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<tr>
<td>Ensure accurate and up to date student information is maintained on Vettrak reporting system</td>
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<tr>
<td>Contribute to the preparation of departmental Budgets, Business Plan and submissions</td>
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<td>Ensure contractual reporting requirements are met in a timely and accurate manner</td>
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<td>Prepare monthly reports for the Site Manager on activities and outcomes</td>
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<tr>
<td><strong>General</strong></td>
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<td>Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation</td>
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<td>Participate in staff appraisal/profession development review process at least annually</td>
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<td>Participate in the Quality and Safety Management System by assisting with monitoring and evaluating of activities and mechanisms, identifying opportunities from improvement and correcting problems to improve customer service</td>
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<td>Adhere to MADEC’s policies and procedure and “Code of Conduct” for employees</td>
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<td>Complying to OH&amp;S, WorkCover and EEO requirements by supporting the overall Quality and Safety Management System to provide a safe and healthy work environment, free from sexual harassment and discrimination</td>
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</table>
Contribute to the development and maintenance of the MADEC Education and Training team.

Assist in the development of marketing strategies designed to promote MADEC Courses to Job Network Providers, Industry and the wider community.

Comply with MADEC’s Environmental Management System (EMS) by committing to the continuous improvement of our environmental performance by implementing measures to ensure avoidance of environmental harm and minimisation of impacts.

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<th>Qualifications and Experience:</th>
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| **Qualifications/ Memberships:** | A Tertiary qualification in Education or Management is desirable  
Certificate IV in Assessment and Workplace Training is essential  
Recognition of Prior Learning (RPL) and Competency Based Training qualifications desirable |
| **Knowledge:** | Working knowledge and understanding of the VET system and major funding bodies  
Understanding of the requirements of registration for the Australia Quality Training Framework (AQTF)  
Familiarity of the Job Network operations  
Familiarity of the operations of community based enterprises  
Understanding of the philosophy of lifelong learning |
| **Experience:** | Industry experience in training, management and/or administration environment  
Experience in delivery and/or administration of nationally accredited training in a competency based system  
Significant experience in a leadership or managerial position  
Demonstrated experience in achieving set outcomes |
| **Skills:** | Well-developed supervisory, leadership and team building skills  
Advanced negotiation and conflict resolution skills  
Excellent administrative and organisational skills with a strong focus on accuracy  
Good working knowledge of Microsoft Office Suit programs  
Advanced oral and written communication skills  
The ability to promote education services to Job Networks and the wider community |
| **Personal Attributes:** | Interpersonal, oral and written communication skills appropriate to the primary objectives of the role |
| | A willingness and capacity to learn on a continuous basis
| | Ability to apply skills and knowledge outside the confines of the major role, to exercise initiative and to adapt to changing demands
| | Able to work both independently and as a contributing member of a team
| | An understanding of and commitment to quality and customer service
| | A non-judgemental and empathetic attitude showing acceptance of persons of diverse backgrounds
| | Effective organisational and time management skills
| | Capacity to provide leadership ad gain the cooperation of others

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**At MADEC We Value**

**Trust, Honesty and Accountability**
The upholding of trust, honesty and individual and organisational accountability in all we do and say.

**The behaviour:**
- Walks the talk
- Shows respect
- Is transparent
- Is accountable

**Two or three key actions to demonstrate in this role:**
Communicates consistently, honestly, constructively and with good intent.
Recognise, give credit to and respect our people for their contributions.

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**Dignity and Respect**
The right of each and every person to be treated with respect and dignity.

**The behaviour:**
- Supports team members and colleagues
- Builds relationships
- Energises others

**Two or three key actions to demonstrate in this role:**
Treats colleagues and subordinates in a fair and equitable manner.
Build relationships across the organisation.
Relates easily with a wide range of diverse people

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**Community**
The spirit and ethos of community development and community well being.

**The behaviour:**
- Community focus

**Two or three key actions to demonstrate in this role:**
Looks for opportunities to strengthen the communities we operate in.

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**Initiative and Creativity**
The initiative and creative potential of individuals and the contribution they can make to MADEC.

**The behaviour:**
- Open to new ideas
- Shows initiative
- Adaptive

**Two or three key actions to demonstrate in this role:**
Open to new ideas and processes
Collaborate on changes and support ideas of others.

**Growth and Development**
The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

**The behaviour:**
- Creates a picture of success
- Develops and coaches others

**Two or three key actions to demonstrate in this role:**
Provides service, knowledge and experience to others.
Provides a culture that supports continual learning.

**Quality and Continuous Improvement**
The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
Understands how the department works and contributes to business success
Challenges the status quo
Continually reviews processes to ensure best practice.

**Economic, Social and Environmental Sustainability**
The principles and practices of economic, social and environmental sustainability.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
Seeks opportunities to improve, quality and efficiency, safety, health and the environment
Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
Being thoughtful about resource

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**Role Description developed by:**
Name
Signature

**Position Title**

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**Authorised by:**
Name
Signature

**Position Title**

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Date / /