POSITION DESCRIPTION

Position Title: South Australian Education and Training Manager
Department: Executive Services
Reports to (title): Chief Executive Officer
Location: Noarlunga

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With a proud 40 year history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

To lead the growth and development of training activity in South Australia. The role has direct operational responsibility for the management of training activity and is also required to collaborate with MADEC employment service Area Managers that deliver training in their catchment areas. The South Australian Training Manager is also expected to drive business growth more broadly across the state and develop new training initiatives that support the business growth strategy.

Direct Reports to this Role

<table>
<thead>
<tr>
<th>Team Leader</th>
<th>Business Development Consultant</th>
<th>Administration Officer</th>
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</thead>
<tbody>
<tr>
<td>3 direct reports</td>
<td>22 total staff</td>
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</tbody>
</table>

Key Relationships

Internal

Business Services Manager
Job Services Manager
Area Managers
Team Leaders
Executive Leadership team,
MADEC Community College Manager
| **External** | Department representatives  
Local education providers/associations  
Industry and employers |
| --- | --- |

**KEY RESPONSIBILITIES / DUTIES**

- Lead the growth and development of training activity in South Australia to achieve planned financial outcomes.
- Develop and assist in implementation of SA Training Business Plan.
- Monitor the market place to understand community and industry training needs and develop timely and responsive training solutions.
- Foster collaboration between managers and staff to develop and implement new training initiatives and ensure effective student management and training delivery practices.
- Provide high level direction, advice and support to the educational delivery teams in relation to the development and delivery of quality education and training products and services.
- Evaluate and improve the effectiveness of training delivered by capturing and analysing training statistics.
- Update and monitor consistency of training materials being delivered across all sites ensuring that it meets industry standards, ensuring best practices and a leading edge approach is achieved.
- Ensure all training staff have a thorough working understanding of VET delivery standards. Identify training and development needs, co-ordinate and/or deliver this training to staff as required.
- Provide sound technical and operation advice and knowledge to Site Managers and training staff.
- Assist the sites prepare for and attend any internal or external audits.
- Implement and monitor systems and processes that ensure students are supported through training programs in an efficient and effective manner.
- Provide assistance when required to the Sites in developing their training schedules.
- Source and develop potential areas of growth and funding opportunities.
- Prepare tenders and submissions in conjunction with Senior Management.
- Liaise with local and regional Government agencies (as approved by your Manager) so satisfactory milestones are attained and programs completed.
- Actively contribute as a member of the MADEC Management Team to ensure that the organisations objectives, programs and priorities are met.
- Communicate MADEC policy and procedures, directions and relevant Government regulations and legislation to the departmental staff.
- Process and resolve complaints from students, employers and industry by obtaining facts, investigating and documenting procedures according to MADEC’s Complaint Policy.
**Relationship Building**

- Liaise with other MADEC managers to ensure training is relevant to the needs of clients and to facilitate optimum referral between units.

- Nurture effective industry relationships/partnerships whereby MADEC can identify skill gaps and provide mutually beneficial, innovative solutions.

- Attend meetings, discussions and conferences to promote MADEC Training and its services, and to keep abreast of changes to industry needs and trends.

- Liaise with other industry bodies, e.g. National Employment Service Association, Jobs Australia, training providers, medical practitioners, specialist assessors and Centrelink to ensure effective provision of service.

- Maintain contact with professional groups e.g. Area Consultative Committee, Chamber of Commerce, NMLLEN, VECCI etc.

- Ensure MADEC is well represented in key local forums.

**Compliance**

- Ensure Senior Management is kept fully informed of issues relating to staffing matters, policies and procedures.

- Ensure all student files on VETTRAK and other government systems are kept up to date and all student outcomes recorded.

- Work with Employment Services staff to ensure Jobseekers are actively engaged in training programs.

- Monitor contractual performance and outcomes monthly against Government contracts and report to Senior Management Team.

- Respond to all funding/monitoring body requests within the allotted time frame.

- Ensure training activity complies with organisational policy and procedure and NVR standards.

**Corporate responsibilities**

- Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

- Participate fully in staff appraisal and professional development review processes.

- Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

- Adhere to MADEC’s policies and procedure and “Code of Conduct” for employees.

- Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

- Participate in managing and complying with injury management practices with the aim of early return to work in all cases.
### Qualifications and Experience:

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>Experience:</td>
<td>Successful experience in management with a wide range of skills, abilities and achievement</td>
<td>Several years’ experience in a similar position is desirable</td>
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</tbody>
</table>

### Skills:

- Ability to lead through inspiration and create an engaged and accountable team
- Business acumen – knowledge of how a business operates and how to influence across teams that you are not accountable for
- Demonstrates best practice leadership and coaching skills in order to empower, create accountability and the best out of people
- Ability to work cooperatively and collaboratively with government and key organisations at a senior management/elected level
- Well-developed analysis and report writing skills

### Competencies

**All employees must:**

<table>
<thead>
<tr>
<th>Competency</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adaptable</td>
<td>Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</td>
</tr>
<tr>
<td>Accountability</td>
<td>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</td>
</tr>
<tr>
<td>Communication</td>
<td>Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.</td>
</tr>
<tr>
<td>Customer focus</td>
<td>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</td>
</tr>
<tr>
<td>Integrity</td>
<td>Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</td>
</tr>
<tr>
<td>Team Work</td>
<td>Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.</td>
</tr>
<tr>
<td>Competencies</td>
<td>People Leaders must:</td>
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<tr>
<td>Establishing Focus/Setting Direction</td>
<td>Ensure that people in the unit/department understand how their work relates to the organisation’s mission, vision and values. Acts to align own unit’s goals with the strategic direction of the organization.</td>
</tr>
<tr>
<td>Partnering and Networking</td>
<td>Build and maintain strong partnerships internally and externally that are mutually beneficial. Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</td>
</tr>
<tr>
<td>Leadership</td>
<td>Links vision to goals/objectives, influences others, models the way and is a source for encouragement. Actively seeks positive change for organization by capitalizing on opportunities.</td>
</tr>
<tr>
<td>Managing Change</td>
<td>Lead people through change to deliver upon outcomes and business requirements.</td>
</tr>
<tr>
<td>Delivering results</td>
<td>Understand the business and executes business plans to maximise performance. Plan effectively to deliver results and take accountability of self and team for delivery on expectations.</td>
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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.

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The actions:
- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

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

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The actions:
- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

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

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<th>Customer focus</th>
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The actions:
- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

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

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The actions:
- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide 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.

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The actions:
- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

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

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The actions:
- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.
Position Description reviewed by:

| Employee Name: | | Title: | | Date: | / / |

Employee acknowledgement of Position Description:

| Employee Name: | | Signature: | | Date: | / / |

Please provide copy of Position Description to employee. Employee to sign and return to Human Resources.