Senior Manager, Training and Education
Job Description

Position Title: Senior Manager, Training and Education
Location: Central Office
Salary: $93,863 to $97,861 (Pro-rata) plus 11% Superannuation
Tenure: Full Time or Part Time: Contract up to three years - negotiable

OUR ORGANISATION
Relationships Australia Victoria (RAV) is a leading provider of relationship support services. Our aim is to help Victorians achieve positive and respectful relationships. As a community-based not-for-profit organisation, we have no religious affiliations, and aim to help all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides client services from 12 locations in metropolitan Melbourne and regional Victoria. We employ about 250 professional and support staff who are focused on meeting our clients’ needs.

POSITION SUMMARY
This new position will bring together and manage all of RAV’s training activities. This will include our Registered Training Organisation (RTO) which currently runs a Vocational Graduate Diploma in Family Dispute Resolution and a Vocational Graduate Diploma in Relationship Counselling, and also the Specialist Couples Course which is in the process of linking with Swinburne University’s new Masters of Social Science in Couples Counselling.
This is also a developmental position and the Senior Manager, Training and Education will be expected to follow a business plan, formulated in conjunction with the General Manager Client Services (GMCS), that aims to consolidate existing training and to expand RAV’s training activities with realistic growth targets.
This position will also involve the review and management of student and intern placement and will evaluate initiatives such as the creation of a student unit and/or training clinic.

REPORTING
Reports to: General Manager Client Services
Manages: RAV’s RTO and associated staff.
The Specialist Couples Course and associated staff.
Key internal liaison: RAV’s Leadership Group of Managers and Senior Managers.
Centre Managers.
Practice Quality, Business Development, and Social Inclusion.
External liaison: The tertiary sector and vocational sector.
RAV partners such as Swinburne University.
Government departments and relevant bodies such as the CHS Industry Skills Council.
Prospective customers and business partners.

FOCUS ON VALUES
Relationships Australia is a voice for relationships in the community. We believe that relationships can grow and change. We promote the ideal of equitable, safe, cooperative and nurturing relationships in families, workplaces and social organisations.
As a values driven organisation, RAV aims to have organisational values embedded in the functions and systems of the organisation. All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

At RAV the following values inform the work we do:

- **Respect**
  We respect diversity in its various personal, cultural and gender expressions. We advocate relationships free from judgement, blame and abuse.

- **Integrity**
  We promote justice and equity; endeavour to live our ethical standards consistently within our practice; and make our services as accessible as possible without discrimination or judgement.

- **Transparency**
  We promote open, safe, effective and honest communication at organisational and client levels.

- **Responsibility**
  We value the responsible use of resources – people, money, time and technology. All individuals and the organisation have rights, responsibilities and authority, which need to be clearly articulated and respected.

- **High Quality**
  We aim to provide high quality service and maintain the highest professional standards in all aspects of our work. As a part of this process, we foster self-reflection, creativity, innovation and improvement. Keeping an eye on the future, we energetically embrace positive change.

- **Enrichment and Celebration**
  We seek to enrich our lives and the lives of our clients. We celebrate contributions, achievements and courageous acts of change in relationships.

**KEY RESULT AREAS**

The Senior Manager, Training and Education will be expected to:

1. Model the organisation’s values and play a role in raising the profile of these values and associated behaviours across the organisation.
2. Develop, in conjunction with the GMCS, a viable and realistic business plan, with clear budgetary targets, for the consolidation and expansion of RAV training activities.
3. Monitor and report against the business plan and achieve its stated targets including maintaining and increasing course registrations.
4. Ensure RAV meets all its legal and contractual requirements with regard to its training functions.
5. Ensure all courses are reviewed for relevancy of content and training delivery is of a high standard.
6. Monitor student and industry feedback.
7. Manage the process for the placement of students and interns.
8. Remain up-to-date with current research, issues and standards of training in the field and regularly consult with other trainers in the field.
9. Represent RAV’s training interests to external stakeholders.
10. Work with key stakeholder within RAV to identify workforce development needs.
11. Participate in broader management duties including the review, planning and operationalising of agency wide objectives, staff evaluation and development and practice quality as required.
12. As time allows this role may include the delivery of training and education and the development of new courses.

**KEY SELECTION CRITERIA (KSC)**

The recruiting panel will need to feel confident that the successful candidate:

- Has the professional competence, leadership capabilities, business acumen, and understanding of academic and vocational educational and training requirements to operate as the Senior Manager, Training and Education.
- Understands the organisation's values, will relate to others in ways that reflect those values and will integrate those values in their role.
Candidates are therefore asked to respond to the following key selection criteria, offering evidence from previous roles:

- **Visibly ethical** - able to engage and influence others as a mentor in the field, upholding professional ethics and RAV's core values.
- **Business Acumen** - an ability to develop, report on, and achieve the goals of a business plan. An ability to engage with stakeholders and secure new business.
- **Credibility in the sector** - demonstrate a credibility in the tertiary and vocation training sector as a manager of training in the not-for-profit sector and, potentially, in other sectors.
- **Leadership** - manage and develop an integrated training team, provide advice and work collaboratively with both internal and external stakeholders.
- **Communication** - Able to communicate, effectively, the vision for the development of RAV training and education to colleagues, students, academics and sector stakeholders.
- **Self awareness** - Ability to monitor, understand and regulate personal responses to others. Able to build and maintain respectful professional relationships with stakeholders at various levels.
- **Flexibility** - Able to work successfully in a changing environment, accept new challenges and continually strive for improvement.

**Highly Desired KSC:**
It is recognised that this is a broad role and that candidates could be drawn from a number of fields and backgrounds. Consequently the following is a pool of KSCs that will be taken into account in selecting the right candidate:

- Significant experience in design and delivery of training particularly in the tertiary and vocational sector.
- Membership, or eligibility for membership, of organisations relevant to the position.

**Recruitment Process Requirements:**
Candidates selected for interview will be offered a briefing by the GMCS to assist in their preparing a brief presentation to the interview panel of a proposed business plan for RAV training and education.

Candidates will also need to satisfactorily complete Police and Working with Children checks, referee checks and verify qualifications.