



POSITION DESCRIPTION

Program Leader NSW

Classification Level:	Education Manager 2	Position Number:	001511
Location:	11 Bowden Street, Alexandria NSW 2015	Appointment Type:	Full Time
Work Area:	Education, Sydney Campus		

INSTITUTE CONTEXT

William Angliss Institute is the government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and internationally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The Institute has been delivering training programs in NSW for the past 14 years and in 2018 moved to the premises in Alexandria Sydney. The Sydney campus offers a range of courses including Certificate II, III and IV, Diploma, Advanced Diploma and Degrees, work place assessment and other emerging training opportunities in the hospitality, tourism and travel industry.

JOB PURPOSE

The Education Program Leader NSW is accountable for assisting the Institute to achieve its objectives by managing the delivery of fee for service quality education and training in accordance with the vocational education and training quality Standards for Registered Training Organisations 2015 (SRTO).

The Education Program Leader NSW is also responsible to provide leadership and assistance to teachers in developing resources and assessment tools to support this delivery and for developing and maintaining relationships with industry and key government bodies.

The Education Program Leader NSW will provide a high level of academic leadership and assist the Head of Campus NSW to develop and implement the WAI strategic plan and the Educational Excellence (EdEx) strategy for NSW operations

PRIMARY OBJECTIVES OF THE JOB

The primary objectives of this position are to:

- Provide excellent leadership to a team of teachers for the benefit of students, their employers and industry.
- Actively maintain and share current personal knowledge and skills in vocational industry practice and teaching/ pedagogy.
- Take a lead role in the Institute's quality system, which is based on the Standards for Registered Training Organisations 2015 (SRTO) by ensuring the implementation of the overall standards and requirements of the relevant regulatory authorities within the program team.
- Ensure ASQA and CRICOS compliance within the NSW programs with the legal requirements, expressed through the Institute policies and procedures, applicable to teaching and assessment.
- Enhance the reputation of the Institute by behaving in a professional and ethical manner in all situations.
- Take a lead role in the development of operational plans within the teaching program to achieve Institute strategic goals.
- Comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity, Access and Equity Policy and any other relevant legislation, policy, procedures or practices.

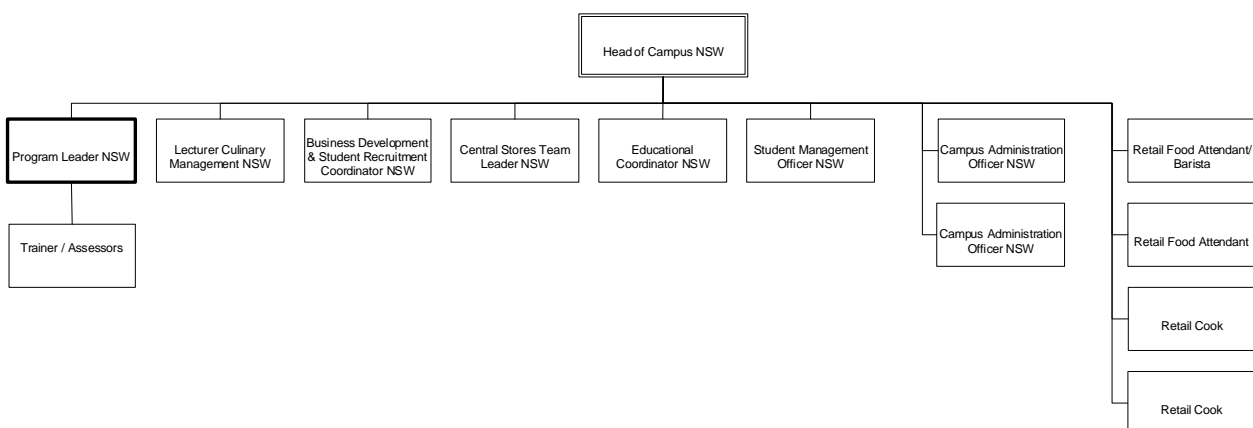
REPORTING & WORKING RELATIONSHIPS

As a member of the NSW Department, the position will report directly to the Head of Campus NSW and will have a network of working relationships with other managers, coordinators, teachers and administrative staff across the Institute.

Manager: Head of Campus NSW

Director: Director Education

The Head of Campus NSW is responsible for leading the Sydney team, management and coordination of both government funded and fee for service delivery. The position's manager reports to the Director for Education



In addition to the primary purpose and objectives of the position listed above and those specified for a Teacher Classification in the Victorian TAFE Teaching Staff Agreement 2018, the requirements and typical functions of positions at Education Manager Level 2 (EM2) previously Senior Educator 3 (SE3) are consistent with the following

SPECIFIC DUTIES

Student Management

Oversee the education programs for students located in NSW campus.

The Program Leader is responsible for the life cycle of students in the scope of programs offered in NSW which include:

- Assist the Student Recruitment and Marketing Team with the orientation of new students in NSW;
- Manage the resolution of staff and student issues e.g. grievances as per Institute policy and procedure;
- Manage the collection of unit evaluations, review and implement positive changes for the purpose of continuous improvement;
- Provide learning support if students have attendance or classroom management challenges or concerns;
- Coordinate all third party training, industry training agreements and/or contractors with the Head of Campus NSW;
- Monitor AVETMISS reporting data and null participation reports for NSW;
- Oversee Education coordinator in regards to SMS operations and student enrolments.

Teacher Management

The Program Leader is responsible for all aspects of teacher management including:

- Manage staff selection and recruitment and other people management functions (such as but not limited to, annual performance management and annual teaching planning reviews);
- Management of localised employee relations issues and staff grievances, seeking advice from the Head of Campus NSW and/or People & Capability when required;
- Regularly reviewing and monitoring workforce productivity of teaching staff to ensure efficiencies such as class sizes, hours of attendance, hours of delivery, allocation of scheduled and unscheduled duties and excess teaching duty hours are maximised;
- Planning, allocation and management of the NSW timetables;
- Management of Trainer and Assessor Competency Portal (TAC) portal.
- Management of staff work plans, workloads and work responsibilities in accordance with the Victorian TAFE Teaching Staff Agreement 2018 (MEA);
- Identify and support professional development needs to ensure that staff skills are current and meeting staff agreements and compliance requirements;
- Lead, coach and mentor the teachers;
- Provide leadership and assistance to the Curriculum & Assessment Team in developing single source training & assessment resources (SSTAR) to support the rollout of these programs in NSW;
- Promote and ensure an environment that respects diversity and meets relevant legislative requirements (e.g. OH&S, EEO, Food Safety);
- Prepare contingency plans for trainer absenteeism or unexpected events.

Course Management

- Develop and implement a range of programs/courses for future delivery together with Head of Campus NSW and other program leaders in the institute.
- Coordinate administration requirements for Recognised Prior Learning and credit transfers', class lists, special timetables and roll book allocation.
- Develop internal processes to meet ASQA auditing requirements and manage validation.
- Monitor relevant program budget costs, investigate costing and resource implications and provide recommendations to the Head of Campus NSW.

- Coordinate Industry Advisory Group meetings with industry representatives for the review of program currency and relevancy for the continuous improvement of programs offered within NSW.
- Implementation of new training packages into course delivery and LMS.
- Creation of TAS documents for NSW programs.
- Work with Head of Campus NSW and Higher Education team to continue to support Higher Education program delivery in NSW.

Client Management

- Develop and maintain relationships and networks with industry and key network groups in consultation with the Head of Campus NSW within the relevant industries to develop training needs.
- Attend industry related events to promote the Institute, foster industry relationships and to maintain currency of programs offered in NSW.

Team Participation

- Take a lead role in the VET management team.
- Participate in the marketing and promotional activities of programs offered in NSW (e.g. student recruitment activities).

TYPICAL FUNCTIONS

- Responsible for projects that involve major change.
- Plan long-term resourcing needs.
- Provide support to the team.
- Research and initiate continuous improvement strategies in delivery, assessment strategies, modes of learning and reporting.
- In conjunction with other Program Leaders and Education Managers prepare and deliver professional development for Teachers.
- Make a significant contribution to teaching strategies and directions.
- Undertake a significant role in ensuring quality teaching recruitment, including induction.
- Significant contribution to the research, development and implementation of course for the education and/or professional development of teachers.

JUDGEMENT AND ACCOUNTABILITY

- Demonstrated capacity to resolve complex problems.
- Lead and manage large functional or specialist operations.
- Provide academic leadership in the Institute and across the TAFE system.
- Operate within a high degree of operational autonomy.
- Lead and manage a complex team.
- Manage staffing projections.
- Evaluate team developmental needs including professional development plans and multi-skilling needs.
- Manage a substantial budget.
- Advise and report on achievement towards operational targets.

ORGANISATIONAL RELATIONSHIPS AND IMPACT

- Negotiate extensively with Industry, Government and other stakeholders on matters that have significant, long term, operational impact.
- Lead the development, review and implementation of Institute strategic educational plans, initiatives and policies.
- Highly developed capacity to resolve complex conflict.
- Make significant contribution to strategic directions.
- Investigate costings and resource implications for program areas and negotiate recommendations.
- Source funding, partnership delivery opportunities and other innovative opportunities.

- Promote and represent the department/Institute regionally and beyond, including with government bodies.
- Build networks within the wider community and source and develop future training needs.

SPECIALIST SKILLS & KNOWLEDGE

- Knowledge of conflict resolution skills.
- Knowledge of negotiation strategies.
- Demonstrated highly developed teaching skills.
- Extensive knowledge and demonstrated skills across the Cookery, Travel and Hospitality Training Package
- Apply the full range of teaching methodologies, techniques and standards appropriate to subject areas within management/leadership role.
- Keep abreast of and advise on current and emerging education trends.
- Develop effective processes for the evaluation and validation of programs, systems and structures within or external to TAFE.
- Develop and maintain quality control systems.
- Apply research, analytical and innovative skills.
- Apply extensive knowledge and experience in specialist expertise area/s.

Corporate requirements of the position include:

- Contribute to the application of good people management practices within the worksite by actively gaining an awareness of and supporting the Institute's People Management policies/procedures and guidelines.
- Contribute to the occupational health, safety and welfare of Institute staff, students and members of the public by complying with approved and established safe working procedures and OH&S policies and legislation.
- Contribute to the protection of children by complying with Child Safe policies, procedures and legislation including responding to student concerns of child abuse and reporting suspected child abuse.
- Meet the requirements of the Institutes policies and procedures, its operational systems and legislative requirements related to teaching at William Angliss.
- Support the Institute's Performance Agreement with Higher Education and Skills Group (HESG) by gaining Information Communication Technology (ICT) competency, and to assist the Institute to meet its aims in relation to flexible, innovative training delivery.
- Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

Notes:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance targets will be negotiated as part of the Institute's regular performance planning and review process.

KEY SELECTION CRITERIA

- An approved degree, diploma or certificate in a relevant vocational area and relevant industry experience.
- An approved course of teacher training accredited at Australian Qualifications Framework Level 6 or above which includes;
 - studies in adult learning methodology
 - studies in teaching in a Vocational Education environment
 - Studies in Applied Research (linked to the Boyer framework or scholarship)
 - 200 hours of supervised practicum
- Certificate IV Training and Assessment (TAE 40116).
- Demonstrated ability to lead a team of teachers in the development and implementation of TAFE programs in Institutes, industry and the community.
- Experience in the management of all aspects of the student life cycle.
- Ability to research and develop appropriate teaching materials and methods of assessment, and adapt delivery and assessment to meet student needs using appropriate technology in a diverse teaching environment.
- Knowledge and expertise of current trends in the Hospitality industry and a network of industry contacts.
- Demonstrated ability to work collaboratively and communicate effectively with Institute staff, students and industry personnel.
- Comprehensive understanding of the current VET environment and the challenges and opportunities for the program and the Institute in that environment.
- Demonstrated behaviours that align with the William Angliss Institute Values

SPECIAL CONDITIONS

- Provision and or willingness to obtain a Working with Children Check (employee) will be required prior to commencement. The incumbent will be expected to renew prior to expiry date of current check whilst employed by the Institute.
- Provision and or willingness to obtain a Police Check will be required prior to commencement and renewal every five years thereafter.

WILLIAM ANGLISS INSTITUTE STRATEGY 2024 - 2028

Our Vision:

To be Australia's recognised first choice educational provider of foods, tourism, hospitality and events skills and knowledge.

Our Mission:

To deliver the highest quality specialist skills and education to inspire and empower a diverse community of learners.

Our Business Strategy:

Our Vision and Mission drive the business strategy of the Institute. As a specialist provider unique in Australia's post-secondary education landscape differentiation is central to William Angliss Institute's business strategy.

Differentiation Includes:

- being recognised for the quality of the student experience
- being recognised for the capability of our graduates
- actively applying innovation within our programs
- being recognised for facilitating lifelong learning
- further development of transnational educational delivery through an off-shore network
- a commitment to applied research

Differentiation will support:

- growing in a manageable and profitable manner
- practising sustainable development
- celebrating our expertise
- continuing to build successfully on our heritage, our industry, our people, our community and our alumni

William Angliss Institute acknowledges the traditional owners of the land on which our campus facilities are based and through our actions seek to share and build knowledge across our staff and students with respect to First Nations culture.

Focus Areas:

William Angliss Institute's Strategic Plan 2024- 2028 has five focus areas. They are:

1. Enhancing the Student Experience
2. Fostering Education Excellence
3. Optimising International Opportunities
4. Engaging with Industry, Community and Alumni
5. Being Sustainable

Institute Values

Personal Responsibility:	accountable, responsive, with integrity, respect and impartiality and acknowledging human rights
Inspiration:	passionate, stimulating and optimistic
Empowerment:	nurturing, encouragement and challenging
Community:	sharing, partnership and connections
Expertise	Leadership, innovation and industry practice