

Wesley Training

# Position Description

Group Manager

Wesley Vocational Institute

## Agreement

Signed – Group Manager

Signed – Head of Wesley Employment and Training

Name

Name

Date

Date

*This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.*

## 1. Major Role Responsibilities

<p><b>Fulfil the responsibilities of a Senior Manager for Wesley Vocational Institute and Wesley Training activities</b></p>	<p><b>Support the Registered Training Organisation to comply with the conditions of its registration throughout the period of its registration including:</b></p> <ul style="list-style-type: none"> <li>• The requirements described within the National Vocational Education and Training Regulator Act 2011.</li> <li>• Fit and Proper Persons Requirements.</li> <li>• Financial Viability Risk Assessment Requirements.</li> <li>• Data Reporting and Provision Requirements.</li> <li>• Revised Standards for Registered Training Organisations 2025.</li> <li>• Standards for Training Packages.</li> <li>• Standards for VET Accredited Courses.</li> <li>• National Vocational Education and Training Regulator Act.</li> <li>• VET Quality Framework.</li> <li>• AQF Standards.</li> <li>• Specific Compliance and Performance requirements outlined in individual funding agreements.</li> <li>• Fulfil the obligations and responsibilities of a "Fit and Proper Person" as a Senior Manager of Wesley Vocational Institute.</li> <li>• Identify risks to relevant standards or RTO registration and establish in consultation with the Wesley Training Management Team a plan for ensuring (corporate and/or operational) accreditation status is maintained with ongoing consistency and approved outcomes.</li> <li>• Ensure Managers and staff within the portfolio are informed of internal and external audits, accreditation visits and other such significant quality activities impacting on compliance and business sustainability.</li> <li>• Actively develop partnerships with government, corporate and industry bodies and officials and maintain an effective professional network.</li> <li>• Support the ongoing RTO Audit process including follow up on implemented corrective action plans.</li> <li>• Accept delegated RTO CEO responsibilities and accountabilities, as required.</li> <li>• Ensure our RTO policies, procedures and processes are followed.</li> </ul>
<p><b>Management of Accredited Training Programs</b></p>	<ul style="list-style-type: none"> <li>• Design, develop, review and evaluate all training projects and services to ensure they are being delivered within the parameters of the training package and approved training and assessment strategy as outlined in relevant standards.</li> <li>• Recruit and support approved trainer / assessors as outlined in relevant standards.</li> <li>• Recruit and support approved RTO staff including Managers, Coordinators and other administrative staff across NSW as outlined in Wesley Mission's Policies &amp; Procedures and relevant standards.</li> <li>• Research, promote and implement a range of vocational, learning and development programs and activities that meet the requirements of a variety of client groups within the framework of relevant standards.</li> <li>• Provide support and welfare services to stakeholders as required as outlined in relevant standards.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare, review, submit and approve documents which support the assessment of students current and prior experience and learning as outlined in relevant standards.</li> </ul>
<b>RTO Business Development and Sustainability</b>	<ul style="list-style-type: none"> <li>• Support the RTO to operate viably, sustainably by meeting financial and organisational targets within the intent of relevant legislation or standards.</li> <li>• As delegated, manage any businesses or business development opportunities within the RTO.</li> <li>• Support new and existing partners through the effective contextualisation, sale, orientation, delivery, assessment, monitoring and graduation of high quality accredited and non-accredited training products that fit within Wesley Missions scope of operations as outlined in relevant standards.</li> <li>• Identify appropriate business opportunities by participating in business development forums, validation meetings and attending marketing events and conferences as requested.</li> <li>• Generate sales opportunities which meet individual, team and organisational outcomes.</li> <li>• Work within the promotion and marketing guidelines outlined in relevant standards</li> <li>• Build Wesley Missions brand and reputation by always maintaining a professional image, including on all social media.</li> </ul>
<b>Culture and Capacity Building</b>	<ul style="list-style-type: none"> <li>• Build a strong team of Managers, Coordinators and Staff who become an intellectual powerhouse that supports the business and effectively brings together management principles and proactive intervention strategies.</li> <li>• Provide guidance to all staff which strengthens knowledge and skills within their services to achieve a performance driven culture across the Portfolio.</li> <li>• Develop and implement strategies to ensure training and assessment staff participate in and record regular professional development requirements.</li> <li>• Meet professional development expectations by participating in quarterly quality forums, RTO and Industry conferences</li> </ul>
<b>Partnership Management</b>	<ul style="list-style-type: none"> <li>• Manage Wesley Mission and Wesley Training relationships with internal and external partners as delegated by the Head of Employment and Training and Executive Managers.</li> <li>• Travel as requested to complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Operations and Executive Managers.</li> </ul>
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Support a culture of continuous quality improvement by actively recording, reviewing and responding to compliments and complaints.</li> <li>• Take an active role in monitoring, designing and implementing Work Health Safety policies and processes across the portfolio.</li> <li>• Support Continuous improvement process within the RTO by actively educating staff on our culture of continuous improvement.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Perform other duties consistent with the functions and roles of a Group Manager as directed by the Head of Wesley Employment and Training and Executive Managers.</li> </ul>

## 2. Other Professional Responsibilities

<b>Values Driven Service Culture</b>	<ul style="list-style-type: none"> <li>Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values</li> <li>Meet monthly with your supervisor to ensure individual accountabilities, attitudes and targets are being achieved.</li> <li>Participate in ongoing professional development, training, staff satisfaction surveys and recognition activities.</li> </ul>
<b>Positive Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>Ensure relationships are formed with top levels of government departments (State and Federal) and other community agencies and that Wesley Mission is represented on appropriate policy and business consultation committees. All such relationships and memberships of committees should be done in consultation with the Head of Wesley Employment and Training.</li> <li>Work with individuals and teams across Wesley Mission Word and Deed services as well as the wider work of the Uniting Church as required.</li> <li>Attend significant social events and formal business meetings of Wesley Mission and prepare reports for the Wesley Mission Board and other executive committees as required.</li> </ul>
<b>Financial Accountability &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>All services / programs are to be assisted to develop accurate budgets which reflect agreed organisation and funder targets and are supported by appropriate resources and systems to provide timely reporting.</li> <li>All programs to be assisted to have an effective KPI management reporting system in place with managers/coordinators reporting monthly on the performance of their respective areas.</li> <li>Staff are encouraged to implement environmentally positive work practices.</li> </ul>
<b>Effective WH&amp;S &amp; Risk Management</b>	<ul style="list-style-type: none"> <li>Be appropriately responsible under the Work Health and Safety legislation for the health and safety of persons for whom you are responsible, including the reporting of hazards and injuries and compliance with all site procedures.</li> <li>Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health Safety.</li> <li>Ensure that Quality, Risk and Compliance management principles are exercised, and incidents of high or material risk are reported immediately to the General Manager, Superintendent and Senior Manager responsible for the risk.</li> </ul>
<b>Validated Compliance Standards</b>	<ul style="list-style-type: none"> <li>Ensure portfolio staff have evidence of standards monitoring in place across all services to meet compliance requirements of relevant governance regulations, industry codes associated with other service accreditation and external audits, as well as Wesley Mission internal audits on policy and procedure information.</li> <li>Participate at least annually in Wesley Missions Personal Review and Development Process.</li> </ul>

### 3. Relationships

- **Reporting to:**
  - Head of Wesley Employment and Training.
- **Key Networking Relationships:**
  - Wesley Mission teams, Committees, Networks and Boards as appropriate.
  - Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

### 4. Performance Measures

- 4.1 Annual Portfolio business plan is in place that aligns with the strategic directions of Wesley Mission and also reflect the vision and mission of the organisation. Task scheduled and timeframes are in place to achieve agreed goals, which are monitored regularly to ensure ongoing achievement.  
**Measure Tools:** *C&DP document, 3 year strategic plan.*
- 4.2 Significant internal and external stakeholders demonstrate high regard for the services provided within the Portfolio.  
**Measure Tools:** *Monthly KPI reports, Staff satisfaction tool and C&DP document.*
- 4.3 There is demonstrated willingness to embrace business improvements, policy and procedures and monitor performance.  
**Measure Tools:** *Monthly KPI reports and C&DP document.*
- 4.4 There is demonstrated effectiveness with people relationships, team participation and engagement with Wesley Mission Word and Deed services.  
**Measure Tools:** *C&DP document and staff satisfaction tool feedback.*
- 4.5 Budget targets are set and poor performance in any area is addressed proactively within agreed timeframes.  
**Measure Tools:** *Monthly KPI reports, I&E reposrt and C&DP document.*
- 4.6 Services and Programs operate in accordance with all relevant external regulations as well as internal policies, procedures and risk management requirements.  
**Measure Tools:** *Monthly KPI reports & C&DP document.*
- 4.7 Positive training and development activities are provided for staff and volunteers with effective feedback systems.  
**Measure Tools:** *Monthly KPI reports, staff training register & C&DP document.*
- 4.8 An empowering, positive management style is evident which clearly expresses Wesley Mission values to clients, colleagues and other stakeholders  
**Measure Tools:** *Monthly KPI reports, Staff satisfaction tool & C&DP document.*

## 5. Selection Criteria

### 5.1 Required Professional Competence

**Candidates for this position must have:**

- Proven Management experience with a relevant qualification in management, finance, education, community services or another relevant field.
- High level communication skills that translate into well-articulated business papers and presentations to informed critical audiences as required.
- Ability to provide leadership to senior staff collaborating on a diverse range of projects with differing skill sets.
- Ability to liaise with Government, Church and Business related stakeholder groups to achieve operational objectives.
- Well-developed understanding of the conflicting priorities and needs to be managed within a large multiple service environment.
- Knowledge, motivation and commitment to the achievement of business targets and continuous improvement principles.
- Demonstrated ability to work in a collegial model within a matrix management model.
- Demonstrated personal and professional commitment to the vision, mission and values of Wesley Mission.

### 5.2 Skills

- Advanced level in managing changes, brings strong change management discipline to ensure the success implementation of risk management framework and processes.
- Advanced level in analysis & problem solving skill, demonstrates the ability to secure relevant information and identifies key issues to make sound decisions with long term positive impact.
- Advanced level in relationship management: Builds and maintains mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values.
- Advanced level in innovation management: Generates creative ideas and actively contributes to a continuous improvement culture.
- Strong interpersonal skills: Ability to build individual and team motivation and also secure outcomes in a matrix management environment.

### 5.3 Computer Skills

- MS Office
- VETTRAK
- PeopleSoft Financials