

Position Description

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate, and empower young people as they transition onto employment or further education.

Position title:	Industry Diploma Operations Manager
Immediate Manager:	National Training Manager
Status:	Full time
Term:	Permanent
Location:	Victoria
PD reviewed on:	August 2021

About SEDA GROUP

SEDA Group (SEDA) is an applied learning education provider, known for successfully developing a model of Senior Secondary Education combining Vocational Education and Training (VET) both inside and outside the classroom. Now a national organisation, we focus on individual learning and enabling our students to build transferrable skills that will prepare them for a successful future.

Across Australia SEDA partners with over 50 leading national, state, and local sport, recreation, building and trade organisations. We are highly regarded for empowering, supporting and believing in young people. Our staff ensure all students learn in a safe and inclusive environment. In addition, our staff and teachers undertake their roles with a commitment to:

- **Integrity**
We act with transparency, honesty, and fairness. We own our decisions and behaviours.
- **Innovation**
We encourage new thinking, listen to ideas, and have an open mind
- **Professionalism**
We set high standards, give our best and are consistently reliable. We deliver on commitments
- **Collaboration**
We work in partnership willingly. We share challenges and successes

SEDA Group

w seda.edu.au
e info@seda.edu.au
p 1300 777 332
ABN 80 145 751 962
RTO Provider Number 22503

Purpose of the role

SEDA Group currently delivers a successful industry-based diploma in collaboration with some of Australia’s leading sporting organisations. The program comprises both a Diploma of Sport and a Diploma of Business.

The Industry Diploma Operations Manager is responsible for ensuring the program is successfully delivered and to high standard - overseeing the facilitation, training, and assessment of the program to ensure it truly reflects the needs of industry and meets the needs of students.

A key part of the role is to inspire, lead, coach and support the Diploma teachers, and other staff connected to the program, so they are well placed to provide an exceptional education experience for students - where students feel connected, empowered, and supported as they complete the program.

The Industry Diploma Operations Manager will champion our positive and engaged workplace culture. Their direct reports are:

- Diploma Teachers staff in VIC and NSW
- State Operations Manager, WA
- Head of Teaching and Learning
- Operations and Student Experience Coordinator
- Student Services Coordinator.

The position is Head Office based, though due to the nature of the position; travel is required to ensure teachers, staff, students, and the programs are delivered with excellence across all locations.

Primary Responsibilities

Leadership and Development	<ul style="list-style-type: none"> • Effectively lead and support staff to develop their knowledge and skills in line with the professional development framework and the concept of the Outstanding SEDA teacher model, whilst keeping across professional development opportunities that would benefit the teaching staff. • Foster two-way feedback with staff and ensure there are structured one on one meetings with staff on a regular basis. • Implement and lead an effective performance management process to drive improvement in teacher effectiveness and ensure all students receive a quality Diploma experience. • Promote excellence by coaching the teaching staff in pastoral care, teaching, and learning across the program through regular team-teaching opportunities.
Teaching and Learning	<ul style="list-style-type: none"> • Lead, guide, and coach Teachers in the delivery of curriculum to best practice standards with particular attention being paid to specific methods used by SEDA for the delivery of the program. • Work with the Head of Teaching and Learning and the teachers to guide student expectations (including their behavior) and review effectiveness of current practices • Drive innovation and collaboration across the program, particularly where it relates to student experiences, industry partners and major projects, demonstrating leadership within the Diploma team

SEDA Group

w seda.edu.au

e info@seda.edu.au

p 1300 777 332

ABN 80 145 751 962

RTO Provider Number 22503

	<ul style="list-style-type: none"> • Oversee the implementation of VET curriculum for all programs, ensuring that curriculum is delivered to reflect the needs of industry • Monitor the quality of training delivery by objectively assessing and providing feedback to the teaching group. Supervise all staff involved in the monitoring and reporting of student engagement (e.g., progress, assessment, attendance, skill development, feedback) and put effective plans in place where an issue is raised. • Be a point of escalation for student management issues and to support teachers with such matters.
Program Development	<ul style="list-style-type: none"> • Collaborate with key Training Operations staff in the planning and design of the Diploma program • Contribute to the development of course structures, timetables, resourcing requirements, and venue usage across all programs • Oversee the development and management of an effective referral mechanisms to pathways and student wellbeing services • Collaborate with the marketing team to promote, advertise, and advocate programs to prospective students and clients including but not limited to information sessions and community events.
Pathways and Student Support	<ul style="list-style-type: none"> • Provide leadership, direction and support for the Student Services Coordinator, and the Operations and Student Experience Coordinator, with respect to student pathways, and/or student wellbeing and support services. • Ensure the Student Services Coordinator, and Operations and Student Experience Coordinator, work collaboratively with Diploma teaching staff and other related staff to support and provide strong student wellbeing outcomes • Support the Student Services Coordinator, and Operations and Student Experience Coordinator, in areas such as student career pathways, tertiary articulation, placements, and program exits.
Industry and Partnerships	<ul style="list-style-type: none"> • Collaborate with the National Development team to develop and foster strategic alliances and partnerships with a range of industry stakeholders • Collaborate with the partnerships team to maintain and improve reporting mechanisms to ensure that SEDA Group can measure the impact of services provided on behalf of, or in connection with industry partners activities and initiatives • Be involved in consultation with Industry partners to review and improve the programs • Lead, support and assist staff with the implementation of partnership initiatives, events, and projects in conjunction with key stakeholders •
Training Operations	<ul style="list-style-type: none"> • Actively monitor and manage student engagement, progress and retention, and liaise with staff to mitigate related issues • Lead the student orientation, student induction and support the student peak experiences for all programs • Plan, allocate and manage resources in an effective and efficient manner such as staff coverage and student experience budgets • Ensure venues are fit for purpose and provide a high-quality student experience

	<ul style="list-style-type: none"> • Ensure staff adhere to SEDA Group Operating Manual, Trainer and Assessor Guide, and other relevant policies and procedures
Quality, Compliance, and continuous improvement	<ul style="list-style-type: none"> • Collaborate with key Training Operations staff to ensure all qualifications and programs adhere to training package, SRTO, AQF and funding regulatory and compliance requirements. • Adhere to the VET Quality Framework and other related guidelines whilst managing the delivery of all programs across Diploma. • Evaluate and improve the quality of the programs on a regular basis and implement strategies for improvements. • Contribute to validation and industry consultation processes • Coordinate the participation and when required, follow up with teachers and staff in compliance related activities • Consult and provide constructive feedback with internal and external stakeholders to identify areas of improvement for the program and effectively leading the changes • Ensure staff adhere to SEDA Group Operating Manual, Trainer and Assessor Guide, and other relevant policies and procedures
Associated Duties	<ul style="list-style-type: none"> • Undertake other duties which are appropriate to the level of the position, as directed by Management/Executive • Act in accordance with SEDA values, policies, and procedures. • Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others health and safety. • Maintain access and equity for all students • Maintain vocational competency, industry currency and vocational training knowledge • Undertake professional development relevant to the sector or the training packages being delivered

Key Relationships

Internal	External
National Education and Training Manager	Industry Partners and stakeholders
General Manager, Training Operations	VET Consultation and Advisory bodies
Chief Executive Officer	SEDA Colleges
SEDA Group Executive	Government dept/regulators
National Quality and Compliance Manager	

Skills, Knowledge and Experience

- TAE50111 Diploma of Vocational Education and Training or equivalent (desirable)
- A tertiary qualification in Education or Sports-related field (essential)

SEDA Group

w seda.edu.au

e info@seda.edu.au

p 1300 777 332

ABN 80 145 751 962

RTO Provider Number 22503

- Completed or work towards a Certificate IV in Training and Assessment TAE40110 (or approved equivalent)
- Demonstrated capacity to effectively lead and manage a team of staff in the development, implementation and evaluation of innovative and compliant programs, products, and services
- Demonstrated experience in management of a team within an education or training organization and evidence of achieving high quality outcomes for students, staff, and employers
- A sound knowledge and understanding of the education and training sectors and a comprehensive understanding of how RTOs operate in a business context
- Experience in teaching/training students in senior secondary, vocational and/or higher education settings
- Knowledge and understanding of funded program reporting requirements
- Effective presentation and facilitation skills, and ability to implement a range of mechanisms to improve student engagement
- Well-developed verbal and written communication and interpersonal skills, with proven ability to build rapport, and interact effectively with a range of key stakeholders
- Capacity to build and maintain collaborative working relationships with others
- Demonstrated ability to objectively assess the capacity of Facilitator/Trainer and Assessors to engage students, develop knowledge and skills, and deliver quality training outcomes
- Strong organisational, planning and time management skills with the ability to prioritise and manage workload, meet deadlines, and adapt to changing circumstances
- Ability to use problem solving skills to identify problems and establish an appropriate solution
- Proficiency in using ICT and relevant software and database packages
- Demonstrated skills in project and event management (desirable)

Other Requirements

- Applicants need to be registered with the Victorian Institute of Teaching Registration and have current first aid qualification including CPR and anaphylaxis training
- Conditions of engagement including probation, health, and character checks (including police records check and working with Children Check) will apply to this position.
- To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.

SEDA Group

w seda.edu.au

e info@seda.edu.au

p 1300 777 332

ABN 80 145 751 962

RTO Provider Number 22503

- Applicants need to meet the selection criteria outlined in SEDA Group’s Skills First contract and may be required to complete a ‘Fit and proper person declaration form’ to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.

Position Description Acceptance

I _____ (*Incumbent Name*) have read and, understood the above *Position Description* and agree to carry out the duties listed in my position description.

Signed Date

SEDA Group

w seda.edu.au

e info@seda.edu.au

p 1300 777 332

ABN 80 145 751 962

RTO Provider Number 22503
