

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:	National Manager, Digital Learning and Student Services
Immediate Manager:	General Manager, Training Operations
Status:	Full time
Term:	Permanent
Location:	VIC
PD reviewed on:	August 2022

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

The National Manager Digital Learning and Student Support is a full-time position responsible for overseeing:

- The strategic development, implementation and monitoring of the Digital Learning technologies and associated practices including the development and use of the MySEDA platform.
- Oversight of Student Support Services and their related systems and operations including the management of the quality and consistency of the student experience. This includes liaising with academic staff where appropriate to ensure student support and services contribute to SEDAs strategic objectives to provide a high-quality environment and enhance the student experience. The National Manager – Digital Learning and Student Support will manage the timely and effective delivery, review and improvement of student support processes and services by setting standards in business and service delivery.
- Stakeholder management – internal and external to assist student systems utilisation and review of end-to-end processes to contribute to streamlining practices to create operational efficiencies, meet regulatory and government requirements, and support best practice.

The National Manager – Digital Learning and Student Support will work alongside SEDA Group staff and stakeholders who deliver the SEDA program to directly support the SEDA teacher and the SEDA student.

The role will require the application of contemporary online and educational learning initiatives, along with integrating existing online learning resources used for SEDA programs. The National Manager - Digital Learning and Student Support provides national visionary and strategic leadership to promote, support and sustain a dynamic, digital-age learning culture that models and encourages the effective use of technology for all aspects of SEDA programs and excellence in student services and support.

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Primary Responsibilities

Strategic direction	<ul style="list-style-type: none"> • Create and develop a Digital Learning Strategic plan for SEDA Group to provide short- and long-term objectives for the SEDA Group and its stakeholders. • Provide visionary and strategic advice to promote, support and sustain a dynamic, digital age learning culture that models and encourages the effective use of technology for all aspects of the SEDA programs. • Provide visionary and strategic advice to streamline student support processes and systems ensuring operational efficiency and regulatory data reporting compliance. • Oversee change management strategies for all digital processes and student platforms that will impact staff who use the learning and student support systems. • Investigate best-practice processes for all aspects of Digital Technologies and Student Support applications to enhance operational functions, ensure compliance and delivery of SEDA programs
Integration of programs	<ul style="list-style-type: none"> • Manage and lead the integration and development of the existing stakeholder program into MySEDA (Schoolbox) and associated digital technologies and student applications/systems. • Evaluate current program content and develop methods to enable more engaging, innovative, and flexible delivery. • Maintain close workings with stakeholders to lead program development agendas, resources and support material as required. • Identify areas in which Digital Learning can be extended within the existing program and in the development of new curriculum as required. • Manage and oversee the student academic progression reporting process to support the Administrative regulatory data compliance reporting process.
Digital Learning and ICT development and support	<ul style="list-style-type: none"> • Develop expertise within MySEDA by identifying, leading, creating, and delivering digital learning professional development opportunities for all staff in collaboration with the Senior Educational Learning Designer. • Lead the process with the Digital Learning team to build and increase teacher capacity in the proficient use of digital learning technologies to enhance teaching and learning outcomes. • Report and present at leadership meetings to drive the digital learning agenda and all student related system efficiencies and respond to feedback. • Liaise with ICT and other key stakeholders to review the existing LMS and SMS platforms to determine best practice and required capability to support strategic growth and direction. • Liaise with ICT partners to resolve technical issues and suggest or devise improvements or solutions.
Curriculum Development	<ul style="list-style-type: none"> • Review and contribute to curriculum and assessment for SEDA programs in conjunction with other key stakeholders within the National Curriculum Framework, inclusive of the following:

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	<ul style="list-style-type: none"> • Ensuring that curriculum has been designed in line with SEDA’s Guiding Principles • Ensuring that curriculum has undertaken the required review and approval process and is supportive of skill attainment, positive student experience and in line with regulatory compliance • Ensuring that industry best practice informs curriculum development and student experiences • Ensuring in collaboration with other key stakeholders that senior secondary curriculum is aligned with vocational curriculum • Ensuring there are consistent learning & assessment nationally across all SEDA VET courses and Areas of Study/Units to explain the “why” and provide context for students. • A process for sharing best practice curriculum and delivery across all locations • Alongside the Senior Education Learning Designer, drive innovation and utilization of technologies within the SEDA curriculum and the digitization of curriculum and assessment. • Integrating innovative and quality teaching practices and technologies into the current SEDA curriculum.
Student Support and Systems Management	<ul style="list-style-type: none"> • Manage the development, implementation and monitoring of Digital Learning initiatives including the ICT network, MySEDA platform, Synergetic integration, development and other associated learning and student-based applications including generation of timetables in consultation with other key stakeholders. • Consult with ICT partners/stakeholders to ensure that SEDA’s Digital platforms and Student Systems are compliant, thriving, meet regulatory and government requirements and enhance teaching and learning, and business development. • Review existing operational systems and practices to determine business efficiencies and optimisation as part of the quality and continuous improvement cycle. • Consult with SEDA Management to ensure the successful application of MySEDA and manage different departmental contributions to the program. • Manage, develop, lead, and evaluate all digital learning technologies and student systems to enhance and optimize teaching, learning, student success and continuous improvement. • Ownership of all Student Support processes including all student grievance, reasonable adjustments, access and equity, special consideration, student progression, students at risk. Working collaboratively with internal and external stakeholders as required to support these key areas.
Strategic direction	<ul style="list-style-type: none"> • Create and develop a Digital Learning Strategic plan for SEDA Group to provide short- and long-term objectives for the SEDA Group and its stakeholders.

	<ul style="list-style-type: none"> • Provide visionary and strategic advice to promote, support and sustain a dynamic, digital-age learning culture that models and encourages the effective use of technology for all aspects of the SEDA programs. • Provide visionary and strategic advice to streamline student support processes and systems ensuring operational efficiency and regulatory data reporting compliance. • Oversee change management strategies for all digital processes and student platforms that will impact staff who use the learning and student support systems. • Investigate best-practice processes for all aspects of Digital Technologies and Student Support applications to enhance operational functions, ensure compliance and delivery of SEDA programs
Integration of programs	<ul style="list-style-type: none"> • Manage and lead the integration and development of the existing stakeholder program into MySEDA and associated digital technologies and student applications/systems. • Evaluate current program content and develop methods to enable more engaging, innovative, and flexible delivery. • Maintain close workings with stakeholders to lead program development agendas, resources and support material as required. • Identify areas in which Digital Learning can be extended within the existing program and in the development of new curriculum as required. • Manage and oversee the student academic progression reporting process to support the Administrative regulatory data compliance reporting process.
Digital Learning and ICT development and support	<ul style="list-style-type: none"> • Develop expertise within MySEDA by identifying, leading, creating, and delivering digital learning professional development opportunities for all staff in collaboration with the Senior Educational Learning Designer. • Lead the process with the Digital Learning team to build and increase teacher capacity in the proficient use of digital learning technologies to enhance teaching and learning outcomes. • Report and present at leadership meetings to drive the digital learning agenda and all student related system efficiencies and respond to feedback. • Liaise with ICT partners to resolve technical issues and suggest or devise improvements or solutions.
Compliance	<ul style="list-style-type: none"> • Manage and oversee the development and implementation of business processes relating to Digital Learning and Student Support Systems that ensure the program meets all rules and regulations according to regulatory and government bodies. • Monitor and document processes undertaken in reference to online learning and Student Support Systems implementation of improvements where necessary.
Leadership/Teamwork:	<ul style="list-style-type: none"> • Provide leadership through support, advice, and consultation to managers, coordinators, teachers, and staff of SEDA Group and its stakeholders. • Lead and manage the implementation of improvement initiatives related to Digital Learning and Student Support Systems.

	<ul style="list-style-type: none"> • Lead and manage the provision of professional learning and development of individual and team performance within the digital learning field. • Work as an effective leader, sharing responsibilities, working collaboratively; generating ideas and demonstrating leadership. • Establish positive relationships with team members and colleagues. • Be aware of all organisational policies and practice guidelines. • Collaborate with staff/team to ensure best outcomes for parents and young people accessing the program. • Establish viable collaborative eLearning links and relationships with external networks to enhance teaching and learning opportunities and outcomes.
Facilitate continuous improvement across all aspects of the role	<ul style="list-style-type: none"> • Develop and maintain a culture/environment which ensures best outcomes for all parties accessing the organisation. • Continually evaluate and improve the quality of the position by showing initiative and foresight for effective change. • Support the Manager to manage and develop strategies to continuously develop and improve the program. • Improve opportunities for teaching and learning through the use of Digital Learning functions.
Associated Duties	<ul style="list-style-type: none"> • Attend and participate in relevant staff, department meetings and planning workshops. • Lead relevant eLearning meetings across a variety of departments within the organisation. • Undertake other duties which are appropriate to the level of the position, as directed by the General Manager. • Act in accordance with SEDA values and 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.
Child safe	<ul style="list-style-type: none"> • Adhere to the Child safe and Mandatory reporting policy. • Adhere to the expectations described in the staff Code of Conduct policy.
Colleagues	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with all stakeholders at all levels. • Actively share best practice
Parents	<ul style="list-style-type: none"> • Lead the staff in the development and maintenance healthy and productive communication with parents via eLearning communication portals. • Develop and enhance the parent portal within MySEDA and associated eLearning platforms
Successful application of digital technologies	<ul style="list-style-type: none"> • All digital technologies (LMS – MySEDA) and Student Support Systems are reliable, practical, and efficient for stakeholder use and regulatory and government compliance.
Staff/Student capacity and confidence	<ul style="list-style-type: none"> • Staff and Student capacity to utilize the application continues to grow
Professional Development	<ul style="list-style-type: none"> • Access to relevant professional development

Associated Duties	<ul style="list-style-type: none"> • Attend and participate in relevant department meetings, planning workshops and professional development • Undertake other duties which are appropriate to the level of the position, as directed by management • Act in accordance with the organisation’s values and 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. • Other duties as directed by management which are appropriate to the level of the position and in accordance with incumbent’s skills and competence. • Maintain an up-to-date Working with Children’s Check
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Key Relationships

Internal	External
General Manager, Training Operations	Industry Partners and stakeholders
National Training Manager	VET Consultation and Advisory bodies
Industry Diploma Manager	Government dept/regulators
Curriculum Staff	SEDA Colleges

Skills, Knowledge and Experience

- A tertiary qualification in Education, Digital Learning, or a related field relevant to the role (essential). Equivalent experience in a discipline relevant to the role will be considered.
- TAE40116 Certificate IV in Training and Assessment or equivalent (preferred)
- Demonstrated proficiency in working with eLearning or Digital Learning technologies and platforms.
- Experience in developing and implementing eLearning resources and technology into an educational program.
- Experience in Project and/or change management.
- Well-developed verbal communication and interpersonal skills, with proven ability to build rapport, and interact effectively with a broad range of people at all levels. This includes the ability to deal with and support staff in the development of the SEDA program.
- Effective presentation and facilitation skills and ability to use a range of methods to engage staff and students.
- Experience in leading a team engaged in the provision of student support.
- Strong written communication skills, with an ability to write program materials and appropriate administration documentation.

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- Ability to work independently and contribute effectively as a team member to achieve goals.
- Strong organisational, planning and time management skills with an 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.

Other Requirements

- 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.
- 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 role is based in Hawthorn, however interstate travel maybe required throughout the year to manage key industry partnerships and promotional initiatives in designated state and territory regions.

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

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