



bestchance is the operating name of Child & Family Care Network Inc.

Position Description

1. Position details	
Position title:	RTO Manager
Reports to:	General Manager Education & Training
Location:	bestchance 583 Ferntree Gully Road, Glen Waverley
Program:	Training
Employment type:	Full time
Employment Status	On-going

2. Approvals	
Contact Manager:	General Manager Governance and Training Services
Approved by:	General Manager Education & Training
Date:	8/4/2021

3. Organisation Context
<p>bestchance Child Family Care is an independent, not-for-profit, community organisation located in Glen Waverley.</p> <p>bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services at the one complex.</p> <p>bestchance has zero tolerance of child abuse, and as such all staff are required to report to the up-line manager all instances of alleged or disclosed child abuse.</p> <p>The range of programs delivered include Family Day Care, Kindergarten, Child Care, Early Childhood Intervention, Parent and Child Support, Training, Community Support and Cheshire, an independent, primary school for children with social, emotional and learning difficulties. These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.</p> <p>bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.</p> <p>Refer www.bestchance.org.au for further information about bestchance Child Family Care and bestchance Training.</p> <p>bestchance is a child safe and equal opportunity employer, and all work places are smoke free environments</p>

4. Child Safe Standards

bestchance confirms the commitment of all bestchance employees, volunteers, Family Day Care Educators and contractors to ensure a safe environment for all children: -

- bestchance is committed to the safety and wellbeing of all children;
- bestchance has a zero tolerance of child abuse;
- we support children's right to safety; and
- will act without hesitation to ensure a child safe environment is maintained.

It is **mandatory** for any Teachers registered to teach or who have permission to teach pursuant to the Education and Training Reform Act 2006 (Vic), Principals of government and non-government schools, registered medical practitioners, nurses and all members of the police force to report physical and/or sexual abuse against children. Any adult is mandated to report sexual offences against a child under the age of 16. It is a criminal offence for all adults who fail to disclose child sexual abuse to police. The new offence (27/10/2014) applies to all adults, not just those mandated to report.

All bestchance employees, volunteers, Family Day Care Educators and contractors must abide by the following: -

- Child Safe Policy and Procedure
- Child Safety Code of Conduct
- Child Protection Policy
- Reportable Conduct Scheme Policy (where required)

5. Position purpose

Reporting to the General Manager Governance and Training Services the RTO Manager is responsible for leading and developing the Victorian training business and ensuring compliance with the Australian Skills Quality Authority and Victorian Funding Contracts. The key focus of the role will be to maximize revenue streams and student outcomes whilst maintaining a responsiveness to industry needs. The role is responsible for establishing best practice through innovation, program development and development of industry partnerships. The role will also lead the RTO Administration team.

6. Key Result Areas (KRAs) and Key Responsibilities (KRs)

(Describes the major area of responsibility or activity, which is the focus of performance in this position.)

1. Management of day to day RTO operations:

- a. Manage the day to day operations of the RTO ensuring consistency with legislative requirements, quality standards, performance against goals and objectives and expenditure against budget.
- b. Lead the development of the annual RTO business plan and associated financial budget with assistance from the General Manager Governance and Training Services
- c. Partner with the Governance team to maintain the RTO Compliance Framework ensuring ongoing compliance with relevant funding contracts, legislation and minimum performance standards including, but not limited to:
 - i. ASQA Standards for Registered Training Organisations (RTOs) 2015
 - ii. Higher Education and Skills Group (HESG)
 - iii. Adult and Community and Further Education (Learn Local)

- d. Monitor student performance, outcomes and satisfaction.
- e. Foster an innovative culture where ideas are welcomed, and a 'can-do' attitude is promoted.
- f. Develop a customer focused culture where clients are valued as key stakeholders.
- g. Foster collaborative work practices and contribute to a performance management system focused on customer service, staff empowerment, efficient work practices and encouragement of initiative and innovation.

2. Financial Operating Performance:

- a. Lead the growth and development of all training activity across Victoria to achieve agreed financial outcomes.
- b. Prepare an annual RTO budget and business plan which articulates associated performance targets with assistance from the General Manager Education & Training and the Finance Department.
- c. Ensure effective business development, financial viability and growth of the RTO across Victoria.
- d. Partner with the Client Engagement Team to source and develop professional tender submissions to increase training offerings.
- e. Provide monthly program reports outlining financial and program performance as required to the General Manager Governance and Training Services.

3. Strategic Planning and Business Development:

- a. Identify opportunities to create new business opportunities (accredited, non-accredited and consultancy) with both internal and external customers.
- b. Develop strategies which leverage and promote the organisations unique point of difference as a provider of Early Years Services.
- c. Build and maintain positive ongoing relationships with internal and external customers.
- d. Develop relationships with Industry which promotes opportunities for students to undertake practical placement and employment outcomes.
- e. Partner with Marketing to identify and market new training opportunities ensuring a coordinated approach.
- f. Improve and maintain a positive image for the RTO ensuring that products, services and programs are supported by quality up-to-date teaching and learning resources and e-learning programs.
- g. Monitor the market place to understand community and industry training needs and develop timely and responsive training solutions.

- h. Liaise with local and regional ACFE and Department staff (as approved by senior management) so satisfactory milestones are attained and programs completed.

4. Staff Management and Development:

- a. Lead, mentor, support, supervise and manage the performance of the RTO team.
- b. Working on-the-business, identify improved work practices and opportunities for innovation and new business, within a compliance framework.
- c. Promote and communicate a clear vision for the training team.
- d. Partner with the Human Resources team with staff recruitment and retention, induction, authorising pays, approving and overseeing staff leave.
- e. Acknowledge good performance and manage poor performance with the provision of regular feedback
- f. Ensure trainer files are created and maintained in accordance with relevant funding contracts and compliance frameworks.
- g. Facilitate regular team meetings with staff and trainers.
- h. Provide support and advice to trainers on complex student issues ensuring that students are handled fairly and with respect at all times.
- i. Work with the administration team to ensure trainers have timely access to required delivery materials.

5. Self-Development:

- a. Maintain relevant knowledge of:
 - i. Victorian Training Guarantee and all regulatory, legislative and contractual service requirements in relation to the RTO deliver of Vocational, Education and Training.
 - ii. Government Initiatives and policies in relation to RTO's
 - iii. The regional and state employment, industry, VET trends and markets
 - iv. Marketing techniques
- b. Undertake additional training as required to perform the role.

6. Occupational Health & Safety:

- a. Ensure duty of care, including welfare, health and safety to all trainees and departmental staff in the workplace.
- b. Ensure all training staff understand and carry out Work Health and Safety (WHS) responsibilities when delivering training programs
- c. Liaise with the OH&S representative to instigate training where necessary to assist staff members to improve their understanding of their current OH&S responsibilities in maintaining a safe workplace.

- d. Undertake regular workplace inspections to ensure workplaces are free from risk to health and injury.
- e. Liaise with the OH&S representative in following up any OH&S incident investigations.

7. Additional duties:

As and when the need is evident or as directed, undertake additional duties and/or provide assistance and general support to other positions consistent with the role previously described.

7. Qualifications and Experience

The essential attributes we are seeking includes:

- Current Certificate IV Training and Assessment and/or Business Management or related Qualifications at AQF5 or higher.
- Knowledge of Student Management Systems (VETTrak) and the reporting of AVETMISS compliant data
- Solution focused with a "Yes We Can" attitude.
- Sound business acumen with the ability to implement business strategies and manage frontline people.
- Practical knowledge of VET program construction, ASQA and Skills First contractual compliance environment.
- Proven track record of developing relationships with Industry which maximises student outcomes.
- High level of analytical skills including the ability to research organisational learning and development initiatives.
- Capacity to translate and drive strategy into day to day actions, monitor performance and act to ensure objectives are met.
- Experience in overseeing the development and tracking of finances with the ability to forecast costs and budgets for training and development activities.
- Ability to develop strong customer relationships with clients through quality provision of services.
- Strong project management skills and an ability to work on multiple projects simultaneously.
- An excellent communicator with a high level of proven stakeholder and relationship management.
- Problem solving, solution focused consultancy skills, including performance needs analysis, solution development, implementation and evaluation of talent and capacity building solutions.
- A valid Police Check and Working with Children Check or the ability to obtain one.
- Current Driver's license.

Desirable attributes include:

- Demonstrated experience managing and leading multiple sites
- Tertiary qualification in a related discipline

- Proven experience in the design/development of e-learning courses and Learning Management Systems (LMS)
- Ability to undertake analysis of roles and articulate the skills and knowledge required to meet organisational workforce requirements
- Well-developed research skills

9. Position Dimensions

Number of direct reports	TBD
Internal Liaisons	TBD

10. bestchance People Principles

All staff, contractors and volunteers, and students on placement are required to adopt the following minimum standards in their work practices:

- behave honestly and with integrity
- treat people with dignity and respect
- work in a holistic and collaborative manner
- respect authority and the law and act accordingly
- use the resources of **bestchance** responsibly and in the best interests of the organisation and its reputation
- be responsible for their actions and accountable for their consequences
- uphold the People Principles/Code of Conduct and the Child Safety Code of Conduct

I acknowledge receipt of a copy of this Position Description as an enclosure with **bestchance's** letter of offer.

Name: _____

Signed: _____ Dated: _____