

POSITION DESCRIPTION

Program Manager

Person Responsible: Human Resources

Revised: January 2019

Position Title: Program Manager	
Division	Executive Management
Location	1 Asset Way, Blueridge Business Park, Dubbo NSW 2830
Reporting relationship	
Position reports to: <ul style="list-style-type: none">• CEO Direct reports: <ul style="list-style-type: none">• Training Leader• Remote School Attendance Supervisor• Wilcannia Radio Supervisor• VTEC coordinator• Indigenous Justice Program Manager	
Primary objective	
To manage Regional Enterprise Development Institute (REDI.E) programs to ensure performance, employment targets and contractual obligations are met. To meet this overarching objective, the Programs Manager is required to effectively handle resources and establish and maintain partnerships across the Murdi Paaki region.	
Key relationships	
Internal: <ul style="list-style-type: none">• CEO• Operations/Office Manager• Program staff External: <ul style="list-style-type: none">• Murdi Paaki Region community – in conjunction with staff• Australian Government and NSW Government• Accreditors•	
Specific responsibilities and expected performance	
Responsibilities: <p>The Indigenous Programs Leader is primarily responsible for delivering the following programs:</p> <ul style="list-style-type: none">• Community Development Program• Remote School Attendance Strategy• Wilcannia Radio• Language Programs• Vocational, Training Employment Centre (VTEC)• Indigenous Justice Program.	

POSITION DESCRIPTION

CDP Employment Mentor Team Leader

To manage these programs effectively and efficiently, the Indigenous Program Leader has the following supporting responsibilities:

Business and operational:

- Build and maintain effective external relationships with staff, customers and other stakeholders. This will also involve managing individual staff performance.
- Build and maintain effective internal relationships with divisional managers and other executive management team members.

Planning and reporting:

- Assist REDI.E management team to prepare strategic plans and budgets.
- Analyse performance reports and implement strategies to drive performance and achievement of KPIs.
- Show initiative in strategic planning at the local level.

Contractual, compliance and performance:

- Ensure regional compliance with the relevant contractual obligations.
- Accountable for ensuring AIT compliance with contractual obligations and responsibilities associated with the accreditation of a Registered Training Organisation.
- Prepare and participate in internal and external audits and implement recommendations within designated time frames.
- Investigate complaints from customers and other stakeholders, resolve appropriately and analyse complaints for continuous improvement.

Key performance indicators:

- To be negotiated prior to appointment with CEO

Key Competencies

- Sound knowledge of REDI.E values and goals.
- Highly developed written and oral communication skills.
- Highly effective interpersonal and negotiation skills and the ability to liaise effectively with a range of people.
- Excellent team leadership skills with the ability to motivate and provide an environment that promotes innovation.
- Demonstrated strategic and implementation planning skills and to operate in a budget-led framework.
- Ability to meet deadlines, high level organisational skills and the ability to balance multiple and conflicting priorities.
- Strong ability to train, coach and mentor staff members.

Experience

- Previous success in conducting business operations within a culturally sensitive environment and mentoring Indigenous persons to achieve positive and beneficial outcomes.
- Experience in successfully leading a team of people towards meeting an objective.
- Experience in comprehensive record management.

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Authority limitations																	
<ul style="list-style-type: none"> As outlined in REDIE policies and delegations documentation 																	
Qualifications																	
<ul style="list-style-type: none"> Certificate IV in Training and Assessment or an equivalent degree or qualification in education Current unencumbered NSW's drivers licence 																	
Salary and employment conditions																	
<ul style="list-style-type: none"> \$120,000 Status: Full Time – 38 hours per week 																	
Agreement																	
<p>This position has been discussed and agreed to by both parties</p> <p>Incumbent:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">Name</td> <td style="width: 33%; padding: 5px;">Signature</td> <td style="width: 33%; padding: 5px;">Date</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> </table> <p>Board:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">Name</td> <td style="width: 33%; padding: 5px;">Signature</td> <td style="width: 33%; padding: 5px;">Date</td> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> <tr> <td style="padding: 5px;">Position title</td> <td></td> <td></td> </tr> </table>			Name	Signature	Date				Name	Signature	Date				Position title		
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