

POSITION DESCRIPTION

Title: Education Manager

Reporting to: CEO

Position Scope:

- a. *Coordination*; oversee the allocation and support of human and other resources, for the successful implementation of NEAS educational systems, products and projects.
- b. *Organisational Management*; work with senior management, board and staff on planning, allocation and strategic interventions; whilst supporting projects

Remuneration: \$85,000 base pro-rata
Superannuation as per legislation

Reviewed: As per Employment Contract

Industrial Instrument: Governed by Individual Employment Contract

Position Summary:

The Education Manager within NEAS is a primary support role to the CEO, whilst maintaining a quantitative and qualitative focus with the delivery of all educational projects and contractual functions over the smooth running of the organisation.

The primary function is to ensure the quality of the services delivered and that these are assisting with the achievement of organisational objectives. This role provides significant support around development, direction, guidance, support and input to team members, and the CEO.

Leadership Responsibilities

- Provide a supporting role to CEO in the context of representing the organisation at functions, seminars and events where knowledge and expertise is required
- Utilise a leadership style that will support changing within the organisation.
- Articulate and model the philosophy behind NEAS vision, mission and values
- Provide input and robust advice to the CEO and Board on educational matters relating to the implementation of strategy.
- Create a workplace climate that motivates high performance in the team
- Devolve authority as well as responsibility for decision making on day to day matters and low to medium risk issues to team members
- Manage and interpret change for stakeholders, team members and management

Management Responsibilities

- Execution of the strategic plan and co-ordination of NEAS human resources in concert with the CEO and team
- Management of relationships with all staff and contractors to achieve strategic and educational objectives
- Attend and participate in senior management meetings as required
- Assist with the interpretation and drafting of responses to government and industry policy changes, submissions and tenders to government as they are required
- Provide clear communication to team members on the expectations of senior management, members and funding bodies in the execution of educational objectives
- Analyse the organisation's presentation of services to the membership and assess effectiveness in achieving objectives; modify services as required in consultation
- Support with the implementation of the human resource management plan including assistance with:
 - recruitment, selection and induction of new training and development staff
 - competency based appraisal with development and training delivery in application
 - learning and development plans
 - participate in staff performance management reviews with the CEO
- Maintain a clear structure of communication and reporting that ensures all stakeholders are incorporated
- Support, critique and oversee the service-related performance of the organisation
- Assist with and maintain records associated with the performance of team members with the CEO
- Ensure the relevant HR legislative responsibilities are being met for the benefit and protection of the organisation, staff, management and members

Organisational Responsibilities

- Maintain oversight of, provide support to and monitor service quality in relation to the educational delivery of;
 - **NEAS Professional Development**
 - **NEAS Online (LMS)**
 - **NEAS Management Conference**
 - **NEAS ELT Professionals**
- Monitor and assist efforts to achieve organisational key performance indicators by providing timely advice and interventions to key staff and the CEO
- Assist with forward planning for the organisation's capital expenditure
- Create equality of access opportunities for all team members and stakeholders
- Maintain professional and effective working relationships with all stakeholders
- Identify trend and needs of group stakeholders linked to appropriate responses
- Developing strategies and programs to meet identified needs and overcome risk, by modifying service delivery models to adapt
- Ongoing assessment and evaluation of the effectiveness of products, activities and services in meeting member and stakeholder needs
- Participate in and coordinate meetings as required

General Responsibilities

- Maintaining an awareness of changes to the compliance framework at a State and Federal level
- Assisting with the induction of new staff, especially in compliance and contractual matters
- Assisting with the creation of new education programs and products
- Assess the effectiveness of changes and consider alternative courses of action
- Identify new opportunities and report

Performance Metrics

- Employee turnover statistic
- Contractual relationship status with key funding and regulatory bodies
- Performance related to outcomes generated from NEAS member initiatives
- Growth statistics by repeat business and positive word of mouth
- Member satisfaction and trainee feedback ratings
- Public perception of the organisation as a result of PR planning and implementation