



Position Description

Position title: Head of Learning and Development
Reports to: Chief Executive Officer
Direct reports: Training and Project Officers, Contract trainers, Compliance and Systems Administrator

Position type: Full time (36.75 hrs. per week)

Overview

The Head of Learning and Development is responsible for the development and delivery of the Federation's training strategy and program through the Centre for Training in Social Housing, a business unit of the Federation. The Training Team has a focus on accredited training, primarily the Certificate IV in Social Housing and the Diploma of Community Services. Tailored training and professional development is also a significant part of our work. The role of Head of Learning and Development includes management and ongoing development of the Training Team and responsibility for ensuring appropriate policies and procedures are in place to guarantee quality training and ongoing compliance with all relevant national Training Standards.

Training is provided to registered community housing providers, governments, the private sector and community / support services.

As a significant business area of the Federation, the Training Team is expected to contribute to the financial viability of the organisation. The Head of Learning and Development is responsible for CTSH business development, including writing tenders and project proposals, and responsible for developing costings for all new business opportunities, for the approval by the CEO, as required. The Head of Learning and Development also will develop a viable and realistic business plan, with clear budgetary targets in consultation with the CEO and Executive Management Team. The role also includes establishing and maintaining effective relationships with stakeholders and potential clients. The position is also responsible for ensuring that the Federation remains an influential player in the accredited training field, to the benefit of the Federation and its members.

The training team comprises 2.5 full time equivalent positions as well as a panel of contract trainers required as appropriate.

The Head of Learning and Development reports directly to the CEO and is a member of the organisation's Executive Team. While the Head of Learning and Development will receive support from the CEO and management it is important for the post holder to be aware that they are expected to be the RTO subject matter experts. A training advisory panel has been set up to provide more professional support and advice to the RTO. The position holder will co-ordinate and facilitate this group, using it to achieve the organizational aims. In addition they are expected to make an effective contribution to the achievement of the organisation's broader objectives as an industry peak body.

The position description may be varied to reflect changing organisational priorities.



Work Environment

The NSW Federation of Housing Associations aims to promote a dynamic, challenging, collaborative and supportive working environment, which enables staff to focus on the achievement of the organisation's intended outcomes. Individuals have a high degree of autonomy in managing their workload, and are encouraged to work in partnership with others, both within their own team and with people working in other parts of the organisation, to achieve the planned outcomes within their work area.

Key Result Areas

1. Development of the Training Business

- Identify and develop new business opportunities for CTSH
- Identify and assess current and future training needs and opportunities relevant to the sector
- Develop a CTSH Business Plan in consultation with the Training Advisory Panel
- Develop costings for all tenders, project proposals and new business activities
- Initiate and manage relationships with key training business partners, customers and potential customers
- Contribute to the accredited training field through participation in industry reference groups and other forums
- Monitor and report to the Board and executive management team against the business plan and its stated targets including maintaining and increasing course registrations

2. Management of training operations

- Coordinate and oversee the operations of the Training Team in accordance with the Business Plan and contractual obligations
- Oversee the RTO's compliance and auditing process in accordance with Australian Skills Quality Authority's requirements for Registered Training Organisations
- Identify and implement policies, procedures and business systems to support the Training Team's operations and ensure high quality services
- Manage the delivery of training and other projects undertaken by CTSH
- Work with other federation staff (or partners) to develop tailored training and professional development as appropriate
- Work with the Operations Manager and Compliance officer to monitor the financial performance of the Training Team
- Ensure social housing training materials are current and liaise with the Policy Team as appropriate
- Ensure timely and accurate provision of requested information to the Department of Industry
- Maintain awareness of Customer Protection Officer obligations under Smart and Skilled program
- Deal effectively and promptly with any complaint and grievances from any student, trainer, employer or other stakeholder enrolled, employed or involved in any way with Smart and Skilled
- Ensure that the Training Team has access to appropriate resources to fulfill the business plan and contractual obligations
- Deliver training from time to time
- Provide direct supervision, support and professional development to all members of the Training Team including contracted trainers
- Maintain and develop the contract trainer list



3. General Duties

- Participate in the Executive Management Team
- Participate in the general activities of the organisation
- Work with the CEO and Executive Team to build a positive and collaborative workplace culture
- Work with the CEO and Executive Team to develop effective workplace communication practices
- Carry out other duties as requested by the CEO

Selection Criteria

Essential

- Proven experience as a training manager or learning and development officer
- The ability to develop new business opportunities
- Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops and simulations)
- Excellent interpersonal, verbal and written communication and leadership skills
- Ability to plan, multi-task and manage time effectively
- Sound understanding of vocational, educational and training audit and compliance requirements
- Manage and develop an integrated training team; including contractors, provide advice and work collaboratively with both internal and external stakeholders

Desirable

- Relevant qualifications in business, training or education including TAE40110 Certificate IV in Training and Assessment or TAE40116 Certificate IV in Training and Assessment or equivalent Adult Education qualifications
- Knowledge of government subsidised training programs
- Good computer and database skills
- Knowledge of Student Management systems
- Knowledge of Learning Management systems
- Project management skills
- Knowledge of the Community Services Training Package
- Experience in software applications including MS Word/Excel/Outlook

Employee's Signature

Date

Manager's Signature

Date
