

Duty Statement

Position Title:	Operations Manager
Reporting to:	CEO
Position Basis:	Full Time

Duties and Responsibilities:	
<p>The Operations Manager will be responsible for the overall management of the institute including Institute's operation, administration and human resources.</p>	
<p>1. Operational Duties</p> <p>Responsible for ensuring the delivery of VET & ELICOS training & assessments in accordance with Institutes procedures and policies and in compliance with relevant legislations and regulations.</p> <ul style="list-style-type: none"> • Manage day to day operation of the Institute • Checking implementation of procedures and policies • Assist in conducting compliance audits • Risk assessment • General advice and guidance on compliance issues • Prepare reports and information for submission to regulatory authorities such as ASQA, VRQA, NEAS and ACPET 	
<p>2. Administration Duties</p> <p>Responsible for management of student administration and support services ensuring that the Institute meets all of its compliance requirements and obligations under National Code 2007, ESOS Act and Regulations, AQTF Standards, NEAS Guidelines, CRICOS Standards and other requirements imposed by agreement, legislation and regulation.</p> <ul style="list-style-type: none"> • Monitor and report on compliance with administrative and student record policies and procedures, for review and as a basis for improvement • Manage Student Administration • Manage Student Services 	
<p>3. Human Resources Duties</p> <p>Responsible for the recruitment and management of training and administration staff in accordance with the Institute procedures and policies and in compliance with relevant legislations and regulations.</p> <ul style="list-style-type: none"> • Prepare and review position description of staff • Selection and Recruitment of staff as required • Monitor and conduct staff performance review • Develop, implement and improve HR policies • Manage staff grievances and conflict resolution • Liaise with Accounts department regarding payroll 	
<p>4. Responsible for strategy, business planning and development in association with the CEO</p>	
<p>5. Implement the access and equity policy</p>	
<p>6. Follow the Institute's policies and procedures</p>	
<p>7. Act in place of the CEO when nominated to do so by the CEO</p>	

Selection criteria:

Essential criteria

- A tertiary qualification in business, marketing or other appropriate discipline and relevant experience, or an equivalent combination of extensive relevant experience and/or education/training.
- A successful track record in effectively managing an organisation Preference may be given to those who have experience in an education environment.
- Knowledge of the Australian Qualification Framework (AQTF), ESOS Act and legislations, ASQA, NEAS guidelines
- Demonstrated ability to work independently under broad direction, being able to demonstrate a high level of initiative and organisational skills, and the ability to plan activities, set priorities and make sound judgements so as to meet goals and objectives.
- Demonstrated ability to develop and manage an area of activity, including setting directions, monitoring work flows, supervising staff and providing feedback, and managing performance and resolving grievances.
- Highly developed interpersonal and cross-cultural communication skills, including staff management and conflict resolution.
- Demonstrated ability to liaise with commercial clients and government agencies, both locally and internationally.
- Excellent writing skills and experience in preparing proposals and submissions.
- Sound understanding of HR procedures, and relevant legislation
- IT literacy, including proficiency in the use of word processing, email and internet software.

Desirable criteria

- A detailed knowledge and understanding of Federal and State Government policies and funding program as they apply to International and Domestic Education such as Skills Victoria and VET FEE HELP
- Knowledge of the Australian higher education system and the education systems of other countries.