

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Regional Manager
<b>LOCATION:</b>	Toowoomba, Dalby, Warwick, Central Queensland and Northern Queensland
<b>REPORTING TO:</b>	Senior Performance Manager
<b>DEPARTMENT:</b>	AASN

## PURPOSE STATEMENT

This position will coordinate a team of Apprenticeship Field Officers (AFO's) to ensure that BUSY At Work fulfils the contractual and other statutory requirements for the provision of Australian Apprenticeships Support Network within a designated contract region.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the Senior Performance Manager.

## PRIMARY DUTIES

To coordinate, the activities of AFO's in the designated geographic region to achieve and exceed Australian Apprenticeship contract Key Performance Indicators (KPIs) for commencements, retention, completion and profiles as per the targets set by BUSY At Work.

- Generate Australian Apprenticeships commencements and Australian Apprenticeships retentions as per targets advised by BUSY At Work through:
- Assisting in the day-to-day coaching of sales, learning, and development of all AFO's in the designated region.

- Assisting in monitoring the performance of AFO's to ensure all contractual KPIs and individual performance targets are being met.
- Coordinating and reviewing the daily workloads of AFO's to achieve and exceed KPIs, and in particular meet contractual timeframes.
- Interpretation and management of financial budgets
- Identifying any skills gaps inhibiting effective and successful contract outcomes.
- Promote and market Australian Apprenticeships Support Network in the designated region on behalf of BUSY At Work, including but not limited to:
- Assisting the Senior Performance Manager and the Strategic Management Team to develop and implement strategies in the designated region to promote Australian Apprenticeships consistent with the national marketing strategy as advised by DESBT (including any logo and badging requirements) and BUSY At Work marketing strategy.
- Ensuring that information on Australian Apprenticeships options are provided to employers, apprentices, trainees and any other interested parties.
- Coordinate up-to-date information and resources regarding legislative and statutory requirements in relation to the services of BUSY At Work.
- Establishing and maintaining industry networks in the designated region and ensure these form part of BUSY At Work's strategic knowledge base.
- Assist the Senior Performance Manager to monitor compliance with Australian, State and Territory administrative and legislative requirements in relation to Australian Apprenticeships and the provision of information relating to our dealings with employers and Australian Apprentices including the Australian Apprenticeship Centre Code of Conduct.
- Provide reports to the Senior Performance Manager, to ensure Australian Apprenticeships sign-ups are completed in accordance with contractual and statutory requirements.
- Overview the efficient and effective operation of BUSY At Work offices in the designated region in conjunction with the Senior Performance Manager, including but not limited to:
- Regular visits to offices within the designated region (on approval of Senior Performance Manager).
- Establish and maintain appropriate local relationships with key stakeholders in the employment and training industry, such as, but not limited to: Government, Employer bodies, key clients, Schools, Group Training Organisations, Registered Training Organisations, Indigenous Communities, Agencies working with those members of the community who have a disability.
- Assisting the Senior Performance Manager with administration and resourcing issues.
- Assisting the Senior Performance Manager with effective and efficient delivery of Australian Apprenticeship Support Services in the designated region, and in each office in that area.
- Operate in a highly ethical manner in accordance with the Australian Apprenticeship Support Services contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture, and work as a member of an extended service team in line with organisational values.

## KNOWLEDGE, SKILLS & EXPERIENCE

- Demonstrated high-level business development capability, preferably in the Australian Apprenticeships, broader VET and/or employment industries;
- Experience in the coordination and development of diversely located teams of highly skilled employees to achieve and exceed targeted business levels and meet Key Performance Indicators;
- Proven ability to manage performance of staff;
- Ability to deliver to set financial budget for designated region;
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes;
- Sound problem solving and decision making skills;
- Ability to prioritise tasks and work under pressure to meet stringent deadlines;
- Well-developed planning, monitoring and analytical skills;
- Sound knowledge of Vocational Education and Training;
- Well-developed oral communication skills (including presentation, influencing and negotiation) and written communication skills (including the production of well-formatted business reports and documentation).
- Demonstrated ability as a team player (including building constructive relationships with) peers and collaborative problem solving;
- Demonstrated high-level computer skills in particular the use of the following software programs: Microsoft Word, Excel, Access, Outlook, and Internet Explorer;
- Ability to learn new database software packages;
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations.
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance with the Australian Apprenticeships Support Services contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Desire to be part of a growing, high achieving, successful service organisation.

## QUALIFICATIONS

N/A

### KEY DIMENSIONS:

- Communication
- Building a Successful Team
- Facilitating Change
- Building Trust
- Building Customer Loyalty
- Promotional and Marketing Ability

### WORKING RELATIONSHIPS:

- Field Operations Team
- Service Delivery Centre
- Corporate Service
- Workforce Planning
- Key Stakeholders

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and may be changed with business needs.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_