

POSITION DESCRIPTION

POSITION TITLE:	Operations Manager
LOCATION:	Cairns, QLD
REPORTING TO:	CEO

PURPOSE STATEMENT

The Operations Manager is responsible for the day to day management and operations of the Skill360 Group Operations.

OUR VISION

To be the best integrated workforce solutions provider.

OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way.

OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

REPORTING

This position reports to the Chief Executive Officer

PRIMARY DUTIES

- Provide leadership and direction to the GTO and Labour Hire Divisions;
- Work with local stakeholders, including funding partners, Host Employers, Government Departments and local business;
- Drive business development, and undertake business development on behalf of Skill360;
- Support RTO Operations and Staff;
- Implement business processes and strategies to achieve Key Performance Indicators (KPIs) and agreed business targets;
- Oversee and implement all Safety protocols and any WH&S legislative requirements;
- Manage the GTO and Labour Hire Teams to ensure they meet individual targets and KPIs;
- Provide reports as necessary to the CEO and Board;



- Ensure the operations of the GTO division comply with all legal obligations to maintain the company's GTO and Labour Hire licences;
- Participate as a member of an extended service team in line with organisational values;
- Promote the benefits of employing Australian Apprentices and Labour Hire employees to key stakeholders and develop organic business opportunities;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.
- May require travel.

KNOWLEDGE, SKILLS & EXPERIENCE

- Proven experience in management, operations and leadership;
- Labour Hire, GTO or other related vocational education and training (VET) organisation knowledge and experience will be highly regarded;
- Demonstrated ability to develop and maintain a client base through business development and account management;
- Proven ability working to and meeting targets and KPI's;
- Strong administration and compliance capabilities;
- Well-developed oral and written communication skills;
- Time management skills, including ability to manage priorities and meet deadlines;
- Demonstrated ability as a team player;
- Highly developed interpersonal skills – ability to build and sustain relationships with key stakeholders;
- Positive approach to a continual changing work environment.

QUALIFICATIONS AND CERTIFICATES

- A degree in management or related field is highly desirable;
- Class C Drivers' Licence;
- Working with Children Check (Blue Card) Queensland;
- National Crime Check (Police Check) clearance;
- Knowledge of Workplace Health and Safety and Risk Assessments.

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.

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

Employee Signature: _____ Date: _____