



cultura.

Position Description:  
*RTO Manager*

<b>Position title</b>	RTO Manager
<b>Job type</b>	Full Time
<b>Hours of work</b>	38 hours per week
<b>Reports to</b>	General Manager, Corporate Services
<b>Location</b>	The Pulse
<b>Department</b>	Cultura Training
<b>Direct reports</b>	Trainer Team Leader, Student Administration Officer, Compliance Officer, LMS Support Officer
<b>Budget</b>	RTO Budget
<b>Agreement/Award</b>	Educational Services (Post-Secondary Education) Award 2020, Level 8
<b>PD date</b>	January 2023

## Cultura

Cultura is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

**Our Purpose:** Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

**Our Vision:** Empowering diverse individuals and communities to reach their full potential

**Our Values:** Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$34 million.

## Position summary

The RTO Manager provides operational leadership of the registered training organization (RTO) team to ensure that Cultura achieves its services and organisational objectives.

Working closely with the General Manager of Corporate Services, the RTO Manager is accountable for the development, implementation and evaluation of the RTO divisions' performance against the strategic and operational goals.

The role will ensure a focus on compliant and high-quality service delivery and product offering to our clients, so that Cultura consistently meets expectations and improves community outcomes. As a leader this position must always model behaviour aligned to the Cultura values of Inclusion, Integrity, Sustainability, and Kindness.

This role provides operational thought-leadership on the relevant professional discipline and content areas that are intrinsic to the position. As a subject matter expert on training and education, it assists to inform and guide the policy, frameworks and operational decisions of Cultura for the functions covered within the position.

## Duties

- Direct supervision of the RTO team including administration, compliance and trainer roles;
- Mentoring and management of team such as development plans, task management and team culture maximizing its strengths;
- Accountable for accurate and timely management and review of reporting in accordance with best practice, along with regulatory and contractual requirements;
- Ensure a positive workplace culture through the effective and supportive supervision of direct and indirect reports;
- Implement and monitor quality and compliance across service delivery and support operations;
- Ensure all qualifications and programs adhere to training package rules, funding body contracts and registered training organisational standards;
- Review and improve business processes to ensure continuous improvement across all training product offerings and operational support activities;
- Ensure high quality service delivery in customer service, responsiveness and resolution of student enquiries, needs and/or complaints;
- Identify and mitigate areas of compliance vulnerability and risk;
- Model and promotes organization-wide collaboration to create a safe, ethical and open culture where the workforce actively engages in consultation, co-design, change management, innovation, continuous improvement and learning;
- Lead and assist project management and strategic objectives by providing innovative and sustainable initiatives through the use of industry best practice;
- Builds stakeholder relationships both internal and external with focus on high-quality, contemporary and leading service delivery;
- Develop and implement strong policies and procedures across RTO activities with compliance to legal and compliance regulations as required;
- Advocates a proactive approach to work health and safety and wellbeing;
- Act as a role model, supporting a positive and inclusive work environment which values and rewards high level of integrity, respect, care, engagement and performance;
- Other duties as directed by the GM of Corporate Services.

## Qualifications and experience

### Essential

- Demonstrated relevant leadership experience in an RTO or a relatable educational environment;
- Certificate IV in Training and Assessment or higher;
- Experience managing multi-disciplinary teams and demonstrating effective leadership;
- Focus on continual improvement and innovation in the development of processes;
- Ability to be hands-on in the detail as well as take a broad view on occasions;
- Solutions-driven ability to identify and problem solve an issue to ensure compliance;
- Excellent computer skills with Microsoft Office and Learning Management Systems;
- Demonstrated organisational, project management and administrative skills including the ability to prioritise tasks and meet deadlines.

### Desirable

- Relevant Bachelor's degree;
- Proficiency secondary language, other than English.

## Other Terms and Conditions of Employment:

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check and Victorian Employee Working with Children's Check. Cultura will pay for the costs associated with Police Record Check and Victorian Employee Working with Children's Check.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

## Child Safety

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

## Inclusion and Diversity

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

## Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

## Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

<b>Name</b>	
<b>Signature</b>	
<b>Date:</b>	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.