

## POSITION DESCRIPTION

<b>General Information:</b>	
<b>Position Title:</b>	Team Leader - Tertiary program
<b>Incumbent:</b>	New role
<b>Function &amp; Team/Program:</b>	State and Territory Operations
<b>Location(s):</b>	Various
<b>Manager's Position Title:</b>	Regional Programs Manager
<b>Manager's Name:</b>	Mike Williamson
<b>Date Prepared:</b>	Updated April 2019
<b>Prepared By:</b>	Regional Programs Manager
<b>Approved By:</b>	Head of State and Territory Operations

<b>Primary Purpose of this Position</b> <i>(In one sentence - why does the role exist?)</i>
To provide leadership and support to a geographically dispersed team responsible for the implementation of the tertiary scholarship scheme and associated practice to support students as they undertake further education and commence their transition to the workforce. Implementation will be in accordance with practice guidelines, program fidelity requirements and internal processes.

<b>Scope: As required</b>	
<b>Direct Reports to this Position</b> By Position Title	<b>Indirect Reports</b> Total Number
1. Tertiary Coordinators	1. Volunteers (if applicable)
<b>Financial Dimensions controlled by this Position</b> <i>(Include key financial metrics such as revenue growth, income &amp; expense budget, etc)</i>	
<b>Direct control</b>	<b>Indirect control</b>
e.g. Revenue, Operating expenditure, Capital expenditure, etc <ul style="list-style-type: none"> <li>• Operating expenditure relating to program implementation and delivery as outlined in national budget.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring funded programs are acquitted as obligated</li> </ul>
<b>Other Dimensions of this Position</b>	
<p>This position will provide leadership to the Tertiary Coordinators team through pro-active and vigorous oversight of their implementation activities aligned to national plans. The role provides clarity of expectations and inspires a sense of purpose and direction within the team. This position will role model the organisational values, our required effective practice approaches and will establish a guiding and mentoring framework to develop team capability to support and drive growth.</p> <p>This position supports team members across various states and territories and will require strong communication skills to bridge the geographical dispersion across the team and with other key stakeholders.</p>	

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<b>Setting Priorities</b> <i>(how is work prioritised)</i>	
How often does team member prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually
How often does team member determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually

<b>Key Relationships</b> <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• Regional Programs Manager</li> <li>• National Manager, Learning for Life Operations</li> <li>• National Manager, Scholarships</li> <li>• National Manager, Higher Education</li> <li>• National Manager, Learning for Life Policy</li> <li>• National Team Leader group</li> <li>• Volunteering Team</li> <li>• Business Information Services (BIS) Team</li> <li>• People &amp; Culture Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Further Education institutions</li> <li>• Community Partners</li> <li>• Volunteers</li> </ul>

<b>Key Decision Making in this Role:</b> <i>(What are the key decisions and recommendations made in this role?)</i>	
Decisions Expected	
<ul style="list-style-type: none"> <li>• Prioritisation of own workload and those of direct reports</li> <li>• Recruitment of new team members (joint decision with the Regional Programs Manager)</li> </ul>	
Recommendations Expected	
<ul style="list-style-type: none"> <li>• Feedback to maximise effectiveness of The Smith Family program delivery linked to a continuous improvement approach to program delivery with the student at the centre of all decisions</li> <li>• Program planning with State and Territory Operations teams to support optimum delivery.</li> </ul>	

<b>Key Responsibilities / Accountabilities:</b>	
<b>Major Area: People Management</b>	<b>% of Job: 50%</b>
In consultation with Regional Programs Manager effectively recruit and induct new team members	
Manage performance by having regular one on one and team meetings; clearly outline areas of accountability/expectations for team members, giving and receiving feedback; acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions	
Develop team members' capability to perform current and future role/s at The Smith Family	
Maintain a safe workplace by ensuring adherence to work, health and safety policies and procedures and relevant legislation	
Provide regular two-way feedback and communication between your team members and Regional Programs Manager	
Ensure compliance with all relevant organisational policies and procedures	

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<b>Major Area: Program Implementation</b>	<b>% of Job: 25%</b>
Support the team to implement the tertiary scholarship program in accordance with policy and agreed processes and targets	
Be accountable for the targets linked to your team. Take steps to support the team to meet targets across all program areas.	
Be adaptable and manage change as The Smith Family develops and scales up program support in the transition from study to work.	
Providing clear and relevant updates, direction and support to staff across different levels and functional teams	
Ensure accurate and timely data collection	
Participate in relevant practice development and process improvement teams as required	
<b>Major Area: Stakeholder Management</b>	<b>% of Job: 25%</b>
Develop and maintain strong internal relationships with Smith Family team members across different levels and functional teams to ensure successful delivery of the Tertiary Scholarship program.	
Work within a matrix management framework to support effective program delivery	
Develop and maintain relationships with Team Leaders across the national Operations team. Ensure communications to this key stakeholder group are timely, considered and responsive to needs where appropriate.	
Promote and position The Smith Family and inform the community about organisational activities through the media, and relevant forums.	

<b>Key Challenges in Achieving Goal(s):</b> <i>(What are the key challenges faced by this role in meeting goals/objectives?)</i>
<ul style="list-style-type: none"> <li>• Supporting team members who are geographically dispersed</li> <li>• Working within an environment of incremental growth</li> <li>• Managing multiple competing priorities</li> <li>• Taking a flexible and creative approach whilst working within resource constraints</li> <li>• Identifying appropriate media and TSF profiling opportunities</li> </ul>

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<b>Qualifications, Experience and Competencies:</b> <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications or equivalent experience</li> </ul>	
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Demonstrated experience in leading a team</li> <li>• Demonstrated experience working with diverse stakeholder groups</li> <li>• Demonstrated experience in supporting quality program implementation</li> <li>• Proven experience in establishing and maintaining relevant partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience working within a matrix management framework</li> <li>• Understanding of the education sector, including at the further education level.</li> <li>• Experience in monitoring budgets</li> </ul>
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Leadership skills including effective change management skills.</li> <li>• Strong interpersonal skills</li> <li>• Effective communication skills across multi-modes</li> <li>• Influence and negotiation skills</li> <li>• Presentation and facilitation skills</li> <li>• Able to lead discussions and work with the wider State/Territory and National Team members</li> <li>• Capability to work independently to achieve identified goals within time constraints</li> <li>• Excellent organisational, administrative and time management skills</li> <li>• Strong skills related to computer literacy. In particular, a high degree of Excel competency and experience using a database/CRM tool</li> <li>• Hold a current driver's licence</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Management</li> <li>• Appreciation of broader team as 'customers' with an expectation around service</li> </ul>