

POSITION DESCRIPTION – MANAGER

Position Title	Head of First Aid & Mental Health Training	Department	Engagement & Support
Location	Sydney	Direct/Indirect Reports	2/16 plus FA Trainers
Reports to	Director, Engagement & Support	Date Revised	7/12/18
Budget	6.1mill		

■ Position Level Descriptor

An individual at the Manager level is responsible for some or all of the following: people, financial, functional, thought or change leadership outcomes. Individuals at a Manager level lead and implement strategies and operational plans to achieve organisational objectives. The Manager level leads specialist (functional or knowledge areas) or complex, multi-disciplinary teams. An individual at the Manager level typically reports to an individual at the Executive level.

■ Position Summary

The key function of Head of First Aid & Mental Health Training is the leadership, strategic development, performance and sustainability of First Aid and Mental Health Training Services. Our training services are a registered RTO – delivering 100,000 courses per annum to Australians at 80 training locations across the country and is a leading provider of first aid and work skills training to individuals, businesses and the broader community.

To profitably develop, manage and grow the First Aid & Mental Health training delivery, working closely within the Major Donor Partnership team (specifically with the Corporate partnerships sales team). Ensure high quality training is delivered that results in (1) Red Cross developing a reputation for Mental Health First Aid course expertise (2) repeat business and (3) word of mouth driving new business. You will build a profitable business strategy to deliver our scope of training and development programs that meet the varied needs of the organisation. To this end, you will determine the customer experience required, the product portfolio and the investment strategy.

Specifically in relation to revenue:

- Deliver high quality courses that result in repeat business and result in word of mouth driving new business. Note: The MDP team are responsible for revenue generation with Corporates.

Specifically in relation to profit:

- This role has accountability for profit delivery of First Aid & Mental Health, through setting of pricing and determining our offer (in conjunction with Major Donor Partnership Manager; efficient and effective delivery of courses (use of internal, external resource, eg, audit agency; sourcing of rooms etc).

The role will operate as a key leadership role within a matrix structure to reposition and reframe our First Aid and Mental Health training to ensure Red Cross strategic outcomes are met and amplified.

You will be accountable for driving performance, leading and inspiring the diverse team across multiple states and sites, and staff within their area to improve quality delivery, achieve designated Key Result Areas and Key Performance Indicators whilst ensuring compliance.

■ Position Responsibilities

Key Responsibilities

Leadership and Management:

- Communicating vision and developing shared goals within the team that encourage initiative and commitment from staff
- Meets profit targets and complies fully with financial management objectives, policy and procedures, analysis and reporting
- Provide effective team leadership through sharing expertise, regular reporting and communication forums that result in positive staff relationships and organisational culture.
- Modelling behaviours and attitudes in line with Red Cross' Code of Conduct
- Development of the Mental Health & First Aid pricing models and budgets in true partnership with the Head of Major Donor Partnerships.
- Chair regular staff meetings, training, supervision, team building, continuous improvement and strategic planning sessions

Service Delivery and Service Quality:

- Provide direction to the Content and Quality Manager to develop and implement appropriate systems, procedures and services to enable delivery of the First Aid & Mental Health services training
- Leading a team to deliver training of high quality that is considered "best in class" and define a clearly different customer experience.
- Establish and maintain effective relationships with internal and external stakeholders, including funding sponsors (where relevant).
- Identifying new growth opportunities, new business lines, acquisitions and other revenue generating opportunities in line with the national strategy.
- Ensure partnering arrangements with external providers are based on rigorous quality processes and practices that align with FAMH strategic objectives
- Adhering to all Australian Red Cross policies and procedures.

Contract Management and Compliance:

- With Quality Compliance Coordinator, manage RTO Scope of Registration.
- Liaise with partnering organisations regarding contractual agreements and the compliance processes required to maintain RTO registration
- Meeting contract and financial targets through sound business and operations management
- Ensuring contract compliance and quality assurance through a quality service delivery model and consistent operating procedures
- Audit region performance and service strategy to monitor service practices, quality implementation and performance achievements

Monitoring and Reporting:

- Monitoring and reporting on performance and taking necessary actions to increase performance and service quality for corporates, community and other stakeholders
- Reporting against performance, staffing and achievement of targets to the Head of First Aid & Mental Health training on a weekly and monthly basis;
- Managing and reporting on budgets and resources against agreed targets

Personal Management:

- Manage own and staff time effectively to ensure all deadlines and KPI's are met
- Participate in relevant learning and development activities throughout the year to maintain professional expertise for this role

Other:

- Undertake additional work as required, and respond to organisational priorities; which may require additional duties outside of usual working hours
- Drive and/or assist with other designated projects from time-to-time

■ Position Selection Criteria

Technical Competencies

- Strong experience in building and delivering training packages (operational and management experience). Track record of transforming a team/business to improve business results.
- Demonstrated strategic thinking within the not for profit, human service or corporate sector
- Inspirational leadership skills to manage change and develop and motivate staff to achieve business outcomes in a team environment;
- Ability to manage quality training outcomes for customers;
- Financial acumen, including budget preparation and management, achieving profit targets.
- Demonstrated ability to work autonomously and as part of a team, with a flexible, positive and collaborative approach
- Strong people management experience with a demonstrated ability to build high performing virtual teams
- Excellent presentation skills
- High level of verbal and written communication and strong interpersonal skills
- Ability to manage competing priorities and multiple tasks and meet deadlines
- High level of personal initiative and resourcefulness
- Demonstrated ability to both strategically and tactically analyse complex problems, with a proven capacity to develop integrated and innovative solutions in an outcome focused organization
- Demonstrated ability to work cooperatively and collaboratively with a diverse group of people, including service delivery colleagues to develop plans & funding proposals for projects / programs
- Strong administration skills and attention to detail
- A tertiary qualification, and/or experience in training, commercial or a related discipline
- Substantial senior leadership and management experience, delivering measureable results
- Cert IV Training and Assessment highly desirable

Behavioural Capabilities

ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation

Understands and applies principles of organizational change | Drives processes to facilitate greater engagement with change initiatives | Allocates resources required to implement change | Develops risk mitigation strategies in relation to change initiatives | Produces new ideas, approaches and insights | Questions traditional assumptions

ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure

Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment

Implements team plans that support the achievement of Red Cross goals | Explains decisions and actions in terms of contribution to the short and long term organisational goals | Leads others to achieve outcomes aligned to the organisational strategic goals

LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behavior

Sets standards and goals for individuals and teams | Evaluates teams and individuals in relation to performance objectives | Addresses performance shortfalls quickly, directly and openly with individuals | Recognises good performance | Sets team objectives in line with organisational strategy

LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity

Understands, applies and promotes the principles of effective coaching | Creates an environment where individuals are able to learn and manage their own performance and development

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disaster