

Position Title	Head of Business, Food and Personal Services
Portfolio	Education
Division	Business, Food and Personal Services
Department/Cost Centre	Business, Food and Personal Services - 01870
Classification	Education Manager 2
Position Number/s	101789
Reporting to	Executive Manager - Education
Supervises	Business, Food and Personal Services Department

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Division of Business, Food and Personal Services is responsible for the delivery of Business, Finance, Hair and Beauty, Massage, Cookery, Bakery, Meat Training and Information and Communications Technology programs across South West TAFE campuses. The division also manages one of South West TAFE's training business arms, Pure Academy.

The division has employees based at Warrnambool, Portland, Hamilton and Colac; however, the division regularly conducts programs in other regions and may include international sites.

Position Overview (Your Opportunity)

The Head of (HOD) Business, Food and Personal Services is responsible for the overall leadership, management and operations of this large and busy teaching division and ensures that the educational aims of the teaching division in particular, and organisation in general, are achieved.

The position is responsible for the continuing development and growth of the division taking advantage of expanding opportunities which develop the skills of an expanding workforce sector through the delivery of qualifications and enrichment programs focussing on Business, Finance, Hair and Beauty, Massage, Cookery, Bakery, Meat Training and Information and Communications Technology. The role ensures a variety of delivery modes are offered that provide for effective and sustainable programs and includes: on-campus, Smart Classroom (video conferencing), on-line learning, flexible delivery, workplace-based delivery, recognition of prior learning (RPL), commercial and other fee for service work.

The HOD is a senior member of the Institute Leadership Team and assists to drive change and provide innovative, integrated and relevant services across the organisation, particularly in relation to the programs offered. The position must demonstrate initiative, judgement and high level strategic, financial and management skills at all times.

The role reports and works closely with the Executive Manager - Education who is responsible for the management of the education and training operations of the organisation to meet regional and state-wide industry, business, and community needs. Key operational objectives are to ensure that educational programs are delivered efficiently and effectively and that all program targets and contractual obligations are met.

As a senior position within the organisation's organisational structure the HOD requires an experienced professional with the vision and drive to create and develop innovative approaches to the development and delivery of programs and educational services. The position contributes to the overall visioning and planning for the Institute's future.

Managerial acumen, preferably in an educational environment, is required as is the need for strong people management skills. The position communicates with staff at all levels of the organisation to ensure a coordinated, effective and efficient approach to teaching, training and educational opportunities.

The HOD establishes business contacts, and develops and maintains effective working relationships with a broad range of both internal and external clients, in the provision of educational services, advice and information relevant to the operations of the division. A strong commitment to meeting the training and educational needs of a diverse range of clients is required and the ability to negotiate, consult and liaise with industry professionals is considered vital to the role.

Negotiation, consultation and liaison also occurs with the senior leadership team, Division/Department Heads and a broad range of government, industry bodies and relevant organisations to enhance the reputation of the Institute and to continue to develop the Institute's business, both locally and nationally.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Develop and maintain a business plan for the division and provide a high level of specialist strategic and operational knowledge, skills, experience and leadership
- Liaise and network with key external and internal stakeholders to create, identify and pursue opportunities to grow the activities of the division; and participate in activities which promote the division and its projects both internally and externally
- Capitalise on, and further develop, the skills of division staff to continually improve knowledge and expertise and thereby ensure the ongoing development of programs
- Work with employees to implement productivity improvements including teacher professional development and utilisation, group sizes, and delivery methods
- Initiate research and development activities relating to improving flexible learning strategies and resources to ensure the preparedness of the Institute, its staff and external clients to meet the educational challenges of the future
- Prepare, monitor and manage the division's budget and expenditure, including program funding profiles and commercial or fee for service programs
- Provide strategic support, advice and direction to teaching staff to ensure the Institute is meeting educational needs in a range of learning contexts and at all the Institute's delivery locations; take a lead role in the development of new educational projects or initiatives that align with Institute and Department of Education priority areas
- Plan and implement strategies for developing teachers' skills in managing and supporting teaching and learning processes, including those for learners with special needs such as disengaged youth, students with a non-English speaking background, and those with low levels of literacy and numeracy
- Ensure the provision of strategic advice and support to division staff with respect to the implementation, delivery and quality obligations associated with Training Packages, in particular the validation of the division's training products
- Plan and implement strategies for developing teachers' capacity for innovation, use of the Institute's learning management system, and digital literacy skills; and ensure that all staff have access to relevant and appropriate information, equipment, resources and facilities

- Negotiate effectively and persuasively with internal and external stakeholders as appropriate, on sensitive and complex issues to gain commitment to agreed educational outcomes and agreed operational outcomes
- Maintain a strategic awareness of trends and opportunities in education and training delivery by appropriate networking and professional development activities
- Contribute to organisation-wide planning and policy development, preparing reports, statistics and other relevant information as required
- Ensure effective human resource management and supervision of division staff; lead, motivate and monitor staff, including the conduct of achievement development plans and professional development of staff and self; to ensure optimum performance within a team environment
- Integrate best practice work health and safety management into the division's structure, processes and culture and ensure that accountability for safety is appropriately assigned, included in performance reviews, that staff have the knowledge to meet their responsibilities, and that work health and safety risks are identified and controlled
- Participate in, and/or lead, organisation-wide working groups directed toward the achievement of the Institute's operational and strategic goals
- Lead the planning, marketing, coordination and monitoring of division programs
- Manage student retention, risk and financial impacts on agreed delivery plan
- Proactively manage staff leave liability to minimise risk to the organisation

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Extensive experience and success in creating and implementing a clear vision for the ongoing development of the Business, Food and Personal Service related programs
- Demonstrated ability to develop, check, implement, monitor and adapt operational budgets to ensure effective use of organisational resources, increase financial viability of an enterprise; and grow and develop new commercial and government funded business opportunities
- Demonstrated extensive experience in leadership, and teaching and administration management, in the VET sector, including an understanding of current developments in the VET and TAFE sectors particularly in relation to relevant industry sectors
- Demonstrated willingness and ability to implement and support flexible and innovative approaches to teaching and learning, including the use of new educational technologies and improved digital literacy skills of staff and students
- Demonstrated experience in project management, including the identification and follow up of new project opportunities, niche products and training services to meet industry needs
- Demonstrated high level interpersonal and written communication skills including the ability to establish strong links with business and regional and international agencies; as well as the ability to negotiate effectively and work through issues constructively with our people, students and relevant stakeholders

Qualifications and Requirements

Mandatory requirements

- Completion of an approved degree, advanced diploma or diploma or approved equivalent qualifications with industry experience and the ability to demonstrate currency in the vocational workplace competencies and verification of management experience
- An approved course of teacher training accredited at Australian Qualifications Framework (AQF) Level 6 or above that clearly evidences:
 - Studies in adult learning methodology
 - Studies in teaching in a Vocational Education environment
 - Studies in Applied Research (linked to the Boyer framework of scholarship)
 - 200 hours of supervised teaching practice
 and with a minimum 4 years teaching experience and a minimum 2 years relevant vocational experience
- Certificate IV in Training and Assessment TAE40116 or its equivalent
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- A relevant management qualification or commitment to undertake a qualification in management and leadership
- Post graduate qualifications in Adult Education
- Substantial experience using Microsoft Office products and relevant industry software and programs

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with the Victorian TAFE Teaching Staff Agreement 2018
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Employee		