

Position Description

Title	Manager, Training & Development
Business unit	Enterprise Partnerships and Development
Location	130 Lonsdale Street, Melbourne
Employment type	As per employment agreement
Reports to	Senior Manager, Enterprise Partnerships and Development

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Enterprise Partnerships is a social consultancy working with organisations in financial services, energy and telecommunications, regulators, and government agencies to build their capacity to support their customers experiencing social and financial vulnerability.

The Manager Training & Development leads a team of experienced training consultants and is responsible for their day-to-day management and quality of service delivery, as well as business development and relationship management of major corporate partnerships. The Manager is also a part of the Enterprise Partnerships leadership team and contributes to the development of strategy, products and services and consumer advocacy.

2. Scope

Budget: \$1million

People: 6 Training Consultants

3. Relationships

Internal

- Enterprise Partnerships and Development team members

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- Enterprise Partnerships and Development Finance Business Partner
- Marketing
- ITC
- Quality & Safety
- Uniting staff from other teams and programs, including but not limited to CareRing, Partnerships, Training & Enterprise, and Consumer Partnerships

External

- Corporate partners (Clients)
- Vendors and suppliers

4. Key responsibility areas

This externally focused role involves engaging with new and existing Corporate, Regulatory, and Government business partners to deliver training programs that build their capacity to support customers experiencing vulnerability. Under general direction from the Senior Manager, Enterprise Partnerships and Development, this role will:

- Design and support the delivery of new training programs.
- Monitor and evaluate current training, utilising feedback from stakeholders to improve learning and development offerings continuously.
- Lead business development activity, including engaging with potential and new business partners and managing the business development pipeline (leads through to contract).
- Manage the relationships (along with the team) of existing clients to ensure that quality training is delivered and cross-sell opportunities are maximised.
- Manage the scheduling and coordination of training and consulting across the team.
- Manage the day-to-day administration for the training and consulting team.
- Work with the Training and Consulting team to continue to build their skills to deliver high quality training and consultancy services.
- Track training and consultancy progress post-delivery to assess training effectiveness.
- Facilitate both face-to-face and virtual classroom training sessions to deliver training that builds the capability of our business partners.

People and teams

This role will also coordinate the activity and manage the service quality of a team of experienced training consultants. Responsibilities include:

- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- A Bachelor's degree or higher.
- Certification in Learning and Development and/or Training or Education.

Experience

- Demonstrated success in Learning and Development and/or Training Management role or senior teaching role.
- Experience in working with stakeholders in business, government, and community sectors.
- Sector experience in financial services, energy or telecommunications is an advantage.

Core selection criteria

Professional/Technical skills & knowledge

- Demonstrated knowledge of learning and development best practice
- Excellent written and oral communication skills across a wide range of audiences including employees and senior leaders in corporate organisations, government and non-government agencies and community groups
- A proven track record of training program development and management
- Demonstrated ability to interpret and apply standards, policies and procedures
- Demonstrated understanding of the issues related to inclusion and participation of all members of our community

Behavioural capabilities

- **Values alignment:** Ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to lead a team with a focus on achieving high standard of service
- Demonstrated achievements in modeling behaviour and commitment to deliver outcomes
- Demonstrates a deep understanding of the needs and challenges faced by vulnerable consumers.
- Growth mindset focused on better outcomes for people & communities facing social & financial vulnerability

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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: