Position Description

Job Title:	**Training Manager, National Indigenous Training Academy (NITA)**
Position Type:	**Full Time**
Location/Business Unit:	Adult Education Centre (AEC), Voyages Ayers Rock Resort
Reports to:	General Manager, NITA
Direct Reports:	Up to four: - Trainer and Assessor (two positions; potentially three) - Learning, Literacy and Numeracy Trainer and Assessor (one position)

Job Context:

Voyages is driven by its people. Their diversity, skills and passion are the foundation of what we deliver to our customers - where employees are dedicated to achieving stellar results and exceeding customer expectations. Our values of Trust, Respect, Excellence and Courage inform how we think and act every day.

The National Indigenous Training Academy (NITA) commenced in 2011 and aims to provide Aboriginal and Torres Strait Islander young people from across Australia with the opportunity to complete a nationally accredited workplace-based traineeship in hospitality, retail or horticulture. Over 500 trainees have graduated from the program since it commenced. The traineeship is delivered via third party arrangements with two Registered Training Providers—William Angliss Institute (WAI) and Charles Darwin University.

Job Purpose:

To plan, manage, coordinate and deliver a nationally accredited workplace-based training program that maximises learner outcomes, successful completions and contributes to the strategic goals and objectives of Voyages Ayers Rock Resort (ARR). ARR is committed to support, develop and retain Aboriginal and Torres Strait Islander employees and trainees to achieve Indigenous employment targets and change lives through cultural tourism.

Key responsibilities include:

- Planning and managing the effective, efficient and appropriate delivery of the NITA traineeship program under the direction of the General Manager
- Managing and leading a small and dynamic high performing team focused on achieving learner outcomes and working in partnership with business areas across ARR
- Where required, deliver training and assessment services to Australian Skills Quality Authority (ASQA) accreditation and regulatory standards and requirements

- Working with key external and internal stakeholders to ensure the effective delivery of the NITA training program including contracted Registered Training Organisations under third-party arrangements with ARR
- Contributing to the strategic development, enhancement and expansion of the NITA program over the next three to five years, and
- Contributing to Voyages vision for changing lives through cultural tourism.

The Training Manager role requires the successful applicant to also undertake and deliver VET training and assessor services—it is a hands-on role that involves a mix of strategic and operational management responsibilities, and the hands-on delivery of training and assessment services to ASQA standards.

Key Contacts:

Contact	Purpose and/or Frequency
NITA General Manager	• Weekly management planning meetings with the NITA management team (high-level priorities). • Weekly or fortnightly one-on-one meetings (detailed planning). • Day-to-day discussions about routine and critical matters related to the NITA training program as required. • Regular performance, coaching and professional development feedback.
NITA Training team	• Weekly team meetings. • Day-to-day discussions about routine and critical matters related to the delivery of the NITA training program. • Regular performance, coaching and professional development feedback with team members.
Third party Registered Training Organisations (RTO)	• Fortnightly scheduled teleconferences with NITA's Registered Training Organisation to discuss the progress of trainees, process improvements to the partnership arrangements, and future validation exercises. • Arranging and coordinating fly-in fly-out training services to supplement the onsite delivery (as required). • Day-to-day discussions about routine and critical matters related to the delivery of the NITA training program as required. • Monthly professional development mentoring sessions.
NITA trainees	• Daily contact during block training—two block training periods (Block 1—five weeks, Block 2—two weeks) • Workplace-based observations and assessment on a scheduled rotating basis throughout the nine to 12 month traineeship. • Delivery of tailored workplace-based training to individual and/or groups of trainees as required. • Scheduled meetings with trainees to discuss concerns with the traineeship including complaints and deferments/postponements (suspensions).

NITA team	• Liaising, supporting and working in partnership with other NITA team members, including the Property and Residential Manager, Residential Supervisors and administration team.
ARR business areas (operations)	• Fortnightly and/or monthly meetings with business areas to discuss the progress of trainees, training needs/gaps and any performance issues.

Key Accountabilities:

Key Result Area	Description of activity and responsibilities	Performance Indicators
Strategic management of NITA training outcomes	• Work with the General Manager to develop and drive a three to five year vision for NITA that identifies growth opportunities across Voyagers ARR and other properties.	• Meet agreed delivery targets for program enhancements and improvements. • Provision of high quality evidence-based advice.
Operational management and delivery of NITA training outcomes	• Under the direction of the General Manager, plan, coordinate and/or deliver accredited training programs, including Certificate III qualifications in hospitality, retail and horticulture (and other courses as required). • Meet Aboriginal and Torres Strait Islander training goals aligned with Voyages objectives and strategy by managing and coordinating the delivery of accredited training programs compliant with ASQA accreditation standards and regulatory standard requirements. • Plan and manage a rolling intake of trainees per year (up to eight per year) that achieves annual targets, maximises learner outcomes and responds to operational restraints. • Partner with NITA's Registered Training Organisations, William Angliss Institute and Charles Darwin University, to ensure the effective, efficient and appropriate delivery of the traineeship program. • Manage the implementation of findings from the recent internal audit conducted of the NITA and William Angliss Institute partnership to maximise training outcomes and ensure a high standard of service delivery.	• Increase in trainee retention/completion rates. • Increase in trainee transition rates to Voyages employment ('direct hire') on successful completion of Certificate III qualification.

	• Lead and support the NITA Team to identify Learning, Literacy and Numeracy (LLN) requirements of trainees and provide appropriate support to ensure training requirements can be met. • Deliver tailored and customised training to Aboriginal and Torres Strait Islander young people with various learning needs, educational backgrounds and personal experiences.	
Management and oversight of record keeping and administration processes	• Manage, oversight and model the effective, efficient and appropriate maintenance of student records, and introduce practice and service improvements were required. • Partner with the contracted Registered Training Organisation, William Angliss Institute, to ensure all regulatory compliance requirements are met.	▪ Compliance to agreed procedural policies and processes with third-party provider arrangements. ▪ Minimal errors reported by the RTO in the implementation of procedural policies and processes.
Management and delivery of appropriate teaching and learning methodology	• Encourage, model and demonstrate a hands-on approach to workplace training visitations and assessments. • Commitment to nurturing of a culturally competent working environment focussed on performance excellence • Be an active leader in the training classroom, using e-learning and multimedia resources to create interactive classroom experiences. • Ensure assessment is valid, reliable and fair and allow flexibility in delivery and assessment to take into consideration trainees' needs and learning abilities. • Assist team members with resource evaluation and moderation of standards leading towards interpretation of course materials.	▪ Maintenance and ongoing compliance to requisite qualifications and industry currency. ▪ Participation in professional development, mentoring and supervision.
Development and maintenance of effective relationships	• Partner with Ayers Rock Resort business areas (operations) to achieve Aboriginal and Torres Strait Islander employment, training and business development goals by identifying and responding to any training needs through formal planning meetings and as required.	▪ Effective working relationships is maintained with internal and external stakeholders.

	• Build rapport and cooperative relationships with team members, colleagues, managers and training participants. • Initiate, build and maintain relationships with key internal and external stakeholders.	
Customer/Client Focus	▪ Ensure exceptional service is delivered consistently and in line with Voyages values. ▪ Actively seeks information to understand customer's circumstances, problems, expectations and needs in terms of how to improve systems, processes and procedures across AEC and the four departments.	▪ All grievances are responded to within three (3) working days ▪ Employees have a positive perception of HR at Voyages.
Workplace Health and Safety (WH&S)	• Work in accordance with Voyages safe work policies and procedures. • Do everything practicable to make sure environment and practices reflect good WHS standards in order to protect their own health and safety as well as the health and safety of others. • Report any identified unsafe acts or conditions and any incident resulting, or with the potential to result, in injury or illness. • Use personal protective equipment as supplied and directed. • Have the right to cease work if actions/requests are considered unsafe and take reasonable/practical action to stop others activities/requests if their actions are considered unsafe.	▪ Number of incident/hazard forms completed.

Essential qualifications, experience and skills:

- Qualifications:
  - TAE40110 Certificate IV Training and Assessment and completed the following two units: TAELLN411 Adult Language and Literacy and TAEASS502 Design and Develop Assessment Skill (or TAE40116 – Certificate IV in Training and Assessment).
  - Certificate III in Hospitality (essential), Certificate III in Retail (preferable) and Certificate III in Business (preferable).
- Experience in the planning, design, coordination and management of VET based training programs (minimum three years).
- A minimum of five years industry experience in the hospitality or tourism industries (at a supervisory level or higher preferably).
- A minimum of three years team management and program/service delivery experience, including strategic and operational planning.

- Demonstrated cultural competency/awareness and experience to effectively communicate with Aboriginal and Torres Strait Islander peoples and a knowledge, understanding and respect of their cultures and experiences in contemporary Australian society.
- Ability to effectively create, manage, guide and mentor a productive team.
- Diploma qualification in relevant field and/or have a higher adult teaching qualification would be highly required but not essential.

Competencies and personal attributes:

- Excellent communication skills and the ability to communicate with different areas of Voyages including managers, trainees, participants in work transition programs and school to work programs, and external providers.
- Ability to work with multiple teams and coordinate team members effectively, efficiently and appropriately.
- Ability to work independently and high levels of professional and initiative.
- Self-motivated and enthusiastic approach to the achievement of Voyages goals and objectives.
- Reliability and trustworthiness.
- Demonstrated work ethic that takes pride in achievements.
- All roles around Voyages Ayers Rock Resort are of a physical nature and require a reasonable level of fitness and physical ability to perform the role safely as outlined in Departmental procedures.

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

All Voyages employees are expected to demonstrate behaviours that support the culture, values and code of conduct. Compliance with the relevant legislation including Workplace Health and Safety and Anti- Discrimination Act.