

**POSITION DESCRIPTION**

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| **Position title:** | Program Manager Assistant | **Incumbent:** | Vacant |
| **Reports to:** | Program Manager | **Date PD reviewed:** | 3 May 2021 |
| **Location:** | The Skyline office is located at 45 Riversdale Road Hawthorn. The incumbent will spend most time operating remotely, occasionally in the office, and in schools and Program settings.  |

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| **Position Purpose** |
| The Program Manager Assistant is responsible for enhancing the effectiveness of the Skyline Education Foundation Program Manager by providing high level administrative, digital, logistical and communications support. |

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| **Context**  |
| Skyline Education Foundation is a not for profit organisation funded through tax deductible gifts, grants, philanthropy, business and community contributions or donations that supports resilient high ability young people typically in low ICSEA (Index of Community Socio-Educational Advantage) government secondary schools to successfully complete their VCE and transition to tertiary education or career of choice. Our vision is that VCE Students who have high ability or are gifted and/or academically talented become resilient leaders in the face of social and economic adversity. Our mission is to empower our Students to thrive through education and personal growth in a caring community. Over 15 years we have supported over 400 students to successfully complete year 12 and transition to higher education or their career of choice on a pathway to independence.Through the Skyline Program Students are empowered to:* Develop skills, confidence and self-belief to manage and overcome financial and personal challenges
* Dream big and identify tertiary education and career pathways of their choice
* Access networking and other opportunities that help them to realise their aspirations

Skyline consists of a small management team of full and part-time paid staff, supported by volunteer teams and governed by an honorary Board with Committees.  |

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| **Responsibilities and Accountabilities**  |
| The Program Manager Assistant is accountable for supporting the Program Manager to optimise Skyline Program development, delivery, continuous improvement, outcomes and impacts.Responsibilities include:* Provide a professional and engaging service experience emulating the organisation’s values
* Improve efficiencies through best practice Program administration and digitisation (IT, finance, risk, database, CRM, LMS, Projects, etc), communications (Students, Families, Schools), learning, engagement records management
* Optimise operations by developing and enabling digital systems eg. Zoho CRM, LMS
* Accurate and up to date diary/calendar management and scheduling
* Support logistics ensuring accurate and timely responsiveness eg Student needs and Program delivery
* Prepare and edit Program communications, resources, presentations and reports
* Support Program research, collect and analyse data to prepare reports
* Support Program marketing, communications and fundraising efforts through preparation of presentations, coordination of initiatives and stakeholder liaison
* Coordinate requests for information from internal and external stakeholders and provide a professional first point of contact for issues
* Escalate emerging and sensitive issues, maintain confidences
* Arrange and coordinate bookings and logistics eg. for Program Masterclasses, Residential experiences, selection, testing, consultations
* Manage the collation of Program papers, presentations and reports
* Manage the volume of deliverables by creating opportunities to introduce efficiencies/automation
* Other tasks as required to fulfil the effective operations of the Program and to support the realization of the outcomes of the Strategic and Operational Plans
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| **Competencies and Attributes** |
| * High level administrative and digital skills and capacity to coordinate an effective and efficient contemporary Program
* Strong in technical capacity with ability to pick up IT and systems/software eg MS Office, Zoho, Learndash
* Superior relationship management skills, particularly with colleagues and young people
* Possesses relevant tertiary qualification or in progress towards completion
* Can demonstrate a superior level of written communication skills; ability to write clear, structured, articulate, and analytical reporting
* Can complete presentations and communication for distribution across multimedia eg LMS
* Strong editing skills
* Strong attention to detail, with a bent digital enablement
* Ability to meet deadlines
* Confidence to communicate at all levels across an organisation
* Enjoys and can work in a fast-paced remote environment and is able to motivate others to achieve under pressure – hard but smart working ethic
* Positive can-do attitude – solutions focus
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| **Qualifications and Experience – Key Selection Criteria** |
| * Cultural and linguistic diversity and lived experience
* Capacity as an administrative and digtal professional
* Skills in leveraging innovative digital tools for data management, communication, presentations, project management Student and Teacher engagement – capacity to rapidly upskill in MS Office, Zoom, Zoho, Learndash
* Capacity in optimising efficiencies
* Ability in internal and external stakeholder liaison
* Capacity to succeed in complex stakeholder environments
* Ability to liaise eith contractors, suppliers and partners
* Appropriate education qualification in relevant discipline mandatory, or progressing towards this
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| **Employee Values** |
| All staff employed by Skyline Education Foundation are required to display personal qualities consistent with the organisation’s values:**Respect** – representatives of Skyline Education Foundation Australia support and respect the worth of all individuals and trust that their potential can be achieved. They should demonstrate respect for colleagues, stakeholders and community regardless of gender, sexual orientation, race or religion by:* treating them fairly and objectively
* committing to address conflicts fairly and moving forward once a resolution is reached
* ensuring freedom from discrimination, harassment and bullying
* ensuring our Program is imbued with strong research, evaluation, and evidence

**Accountability** – representatives of Skyline Education Foundation Australia demonstrate accountability by:* placing the well-being of the students in our Program at center of every decision we take
* a commitment to full transparency in managing resources and communicating our social and economic impact
* using all funds and resources wisely in order to provide the maximum benefit to all students

**Collaboration** - representatives of Skyline Education Foundation collaborate with individuals and organisations to create powerful collective impact by:* providing high quality services that build cohesion and connection
* owning problems by seeking solutions, rather than deflecting to another party to solve
* identifying, promoting and supporting best practice and innovation

**Leadership** – representatives of Skyline Education Foundation Australia demonstrate leadership by:* behaving professionally and actively implementing, promoting and supporting these values
* ensuring the voices of young people and the community in which they live are integral in the development of our Program
* Empowering alumni to role model and give back to the next generation of students, and donors
* ensuring Skyline alumni representation at the Board

**Community** – representatives of Skyline Education Foundation Australia demonstrate dedication to fostering a sense of community by:* offering students, parents/guardians, schools, and alumni, a support structure which enables social change
* consultation and transparency
* providing honest, impartial and timely advice and support
* actively enabling care, dignity, compassion and pride
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| **Organisational Relationships:** |
|  | *Nature/purpose of interaction* *Note: ‘Frequent’ is defined as regular say every other day and ‘Daily’ is defined as employment day* |
| Program Manager  | The Program Manager Assistant reports to the Program Manager, receives direction and support. Contact with this position is daily. |
| Program Assistant | The Program Manager Assistant works alongside other Program Assistant to provide support services to the Program Mangement Team |
| Chief Executive Officer (CEO) | The Program Manager Assistant is a key position in the Skyline management team led by the CEO, contact with this position is frequent. |
| Board | Communication is routinely through the CEO. |
| Program Team – comprising staff, Board members and volunteers | The Program Manager Assistant may provide indirect support to the Program Team via the Program Managers on matters relating to the strategic/operational plans.  |
| Engagement and Enablement ManagerAlumni Development ManagerGeneral Manager Skyline Hatch  | Work effectively together as part of the organisation’s team on both operational and strategic matters. This position provides administrative support to Program Manager. Collaboration with wider Team colleagues is expected and required. Contact is on a frequent basis. |
| Students, Alumni, Principals and Companion Teachers  | Engagement and collaboration with Students, Alumni and Companion Teachers to motivate, engage, build trust and confidence in Skyline and retain loyalty lifelong. Delivery of superior service is required. |
| Other Stakeholders  | Work effectively with other stakeholders eg donors and supporters as required. |

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| **Direct Reports** |
| While there are no direct reports to the Program Manager Assistant, the role is required to operate interdependently as an enabler as explained above. |

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| **Degree of Change** | Tick |
| *Minor*Show initiative/common sense. Suggest improvements. |  |
| *Enhance/Modify Existing*Adapt or enhance quality or value in existing methods.Make better as part of the day-today activities. |  |
| *Improvements* Change significantly by enhancing entire existing processes, systems or products | X |
| *Evolutionary Change* Develop truly new concepts or methods that break new ground |  |

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| **Major Challenges/Key Issues** |
| 1. Program growth and development in the context restrained resources
2. Establishment of digital systems to become ‘business as usual’ eg. CRM, LMS
3. Flexibility in a rapidly changing environment
4. Maintain stakeholder Net Promoter Score (NPS)
5. Effectively coordinate multiple projects and multiple stakeholders
6. Coordinate important proactive projects with ongoing urgent reactive issues
7. Mobilise change without direct authority
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This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties of this Position. It is subject to review and modification by the Chief Executive Officer at any time in response to the changing needs of the organisation.