

Position Description: Training Manager, Learning and Development

Position Details

Position Title	Training Manager (Learning and Development)
Employment Status	Permanent
Salary Range	\$110.000 - \$120.000
Location	Redfern Office
Responsible to	Head of Learning and Development
Hours	37.35 hours

Organisational Context: CHIA NSW

Community Housing Industry Association NSW (CHIA NSW) is the industry peak body for registered community housing providers in NSW. Our purpose is to support the development of a not-for-profit rental housing industry which makes a difference to the lives of lower income and disadvantaged households in NSW.

The community housing industry in NSW is growing and diversifying. It now manages more than 50,000 social housing homes – 1 in 3 of every social housing home in NSW. Since 2012, CHIA NSW members have delivered around \$1.2 billion in investment into communities across NSW, creating over 3,200 new homes.

CHIA NSW provides accredited training and assessment and professional development services through the Learning and Development Team and the Registered Training Organisation (No. 90400), Centre for Training in Social Housing.

Together with the NSW Government, CHIA NSW provides training opportunities connected to jobs in the Community Housing Industry. This exciting project provides an opportunity for cadets to undertake paid employment and training in property and maintenance management. All participants who obtain a place will enter a 12 month paid employment contract with a community housing provider and enrolled into study the CHC42221 Certificate IV in Housing with CHIA NSW.

Position Overview

The Manager (Learning and Development) is a leadership role for the delivery of training offered by CHIA NSW. This position will take a consultative and educative approach in providing leadership, support and guidance to trainers and students in vocational education and professional development.

This role ensures all courses meet the high standards required of a proactive and engaging peak organisation for the growing community housing industry.

Essential Criteria

- Demonstrate currency to teach and/or review training material from the community services and/or social housing units
- Extensive knowledge of and experience in the management of vocational education and professional development programs
- An ability to effectively manage people and resources in a team context to achieve objectives.
- A high level of communication, interpersonal and negotiation skills to build relationships and influence others effectively.
- Demonstrate a sound understanding of the 2015 Standards for RTOs and its application
- Excellent verbal and written communication skills.
- Thorough understanding of training processes.
- Extremely organized and detail oriented.
- Proficient with Microsoft Office Suite or related software.
- Experience managing a Learning Management System (LMS) and a Student Management System (SMS).

Education and Experience

- Current Certificate IV in Training and Assessment or higher related qualification in adult education or vocational education.
- Qualification in social sciences, housing or related fields.
- At least three years of recent experience in training management.

Key Responsibilities

Education Delivery

- Review existing training programs (accredited and professional development); suggest enhancements and modifications to improve engagement, learning, and retention and/or to meet the changing needs of clientele, the organization, or the industry.
- Ensure that training materials and programs are current, accurate, and effective.
- Maintain knowledge of new methods and techniques for training, and training requirements applicable to the organisation and/or industry.
- Identify problems and opportunities, such as operational changes or industry developments, that training could improve.
- Conduct or facilitate required and recommended training and/or professional development sessions.
- Ensure that training milestones and goals are met while adhering to the approved training budget.
- Coordinate changes to training packages and units of competency.
- Lead the development of the LMS to ensure that it continues to meet the needs of the student cohort.
- Ensure that all material and practices are in line with the 2015 Standards for Registered Training Organisations

- Lead the development of relevant content to support the delivery of the course and/or units of competency.
- Manage and implement outcomes from the validation process.
- Deal with students' academic enquiries as an escalation point.
- Assist in resolving student complaints and appeals as required.
- Maintain your own industry and training and assessment currency.
- Deliver training as per your currency as required.

Trainers and Assessors

- Foster a high-performance culture in the training and assessment team.
- Assist in the recruitment and onboarding of trainers and assessors as required.
- Conduct trainer observations and provide feedback to deliver improvements.
- Use the continuous improvement outcomes of education delivery through the review of trainer and student feedback.
- Ensure there are trainers available for every session and course in consultation with VET Administrative Coordinator and the Head of Learning and Development.
- Provide regular supervision to trainers, contract trainers, Student Support Workers and Work Placement Coordinators.

Leadership & Management

- Work in collaboration with the Head of Learning and Development to manage the delivery of training across CTSH.
- Contribute to the suite of reporting to measure and track the success of the delivery of each course.
- Develop and maintain relationships with key delivery partners.

For more information or to receive the position description, please contact Julie Cleary by email juliec@communityhousing.org.au.