

Women's Legal Service NSW

Position Description

Manager, Education and Training

Grade Classification	Grade 6
Salary Range	\$131,099.89 to \$ 145,634.67 per annum (2026-2027)
Location	Role base: Lidcombe NSW. May require travel across Greater Sydney as well as to rural, regional and remote NSW.
Employment type	Full Time.
	Permanent
Award	The Women's Legal Service NSW Enterprise Agreement, read in conjunction with the Social, Community, Home Care and Disability Services (SCHADS) Award.
Benefits	Salary packaging option available.
Approval Date	16 September 2026

PRIMARY PURPOSE OF THE ROLE

The Manager, Education and Training leads the delivery, quality and continuous improvement of Women's Legal Service NSW's (Women's Legal) education and training function, ensuring the organisation provides high-quality community legal education, professional learning and capability development that supports organisational priorities, strengthens access to justice and maximises community impact.

KEY ACCOUNTABILITIES

- Lead the planning, coordination and continuous improvement of Women's Legal's education and training function to ensure education activities are effectively delivered, responsive to organisational priorities and meet community and stakeholder needs.
- Oversee the development, delivery and evaluation of community legal education, professional learning and education initiatives that are accessible, evidence-informed and aligned with organisational priorities.
- Ensure the development and maintenance of high-quality education resources that translate legal expertise into practical, accessible information for diverse audiences.
- Oversee digital education and engagement activities that increase community access to legal information, promote organisational initiatives and strengthen audience engagement.
- Establish systems to monitor performance, evaluate outcomes and drive continuous improvement across education programs, learning resources and service delivery.
- Lead, support and develop the Education & Training team, fostering collaboration, accountability, innovation and continuous professional development.
- Develop productive relationships across the organisation and with external stakeholders to support education initiatives, strengthen partnerships and enhance the reach and effectiveness of Women's Legal's education activities.

- Manage the operational planning, budgeting, reporting and governance requirements of the Education & Training function to ensure effective, efficient and accountable service delivery.

POSITION DIMENSIONS

This position reports to CEO.

Number of direct reports to this position 4.

ORGANISATIONAL CONTEXT

Women's Legal Service NSW works to end gender-based violence and achieve gender equity. With decades of experience and a feminist understanding of how law, systems and power impact women's lives, we drive structural and systemic change through legal action, law and policy reform, advocacy, and education to improve women's safety and economic security.

Our legal practice spans three specialist programs: the Women's Rights Program, the First Nations Women's Legal Program, and the Working Women's Centre. Together, they provide free, trauma-informed, culturally safe, client-centred legal services, grounded in a gender justice framework. Our organisation relies on strong administrative systems and coordinated operational support to achieve these outcomes.

The Manager, Education & Training leads Women's Legal's education and training function, ensuring the effective planning, delivery and continuous improvement of community legal education, workforce capability and education resources that support strategic objectives. Working collaboratively across the organisation and with external partners, the role ensures education initiatives are accessible, accurate and evidence-informed, and responsive to community need.

KEY RELATIONSHIPS

Who	Why
Internal	
CEO	• Receive direction, provide operational advice and report on the performance of the Education & Training function.
Education and Training Team	• Provide supervision, coaching, work allocation and professional support.
Principal Solicitor and Assistant Principal Solicitors	• Collaborate to identify education priorities, ensure legal accuracy and support organisational capability development.
Law Reform & Advocacy Team	• Translate law reform, policy and research into education initiatives and community resources.
First Nations Women's Legal Program Team	• Partner to ensure education initiatives are informed by First Nations knowledge and culturally safe practice, enhancing their relevance and accessibility for First Nations women and communities.
Solicitors and Legal Practice Teams	• Collaborate to gather frontline insights and legal practice expertise that inform education priorities, initiatives and resources.
Operations	• Coordinate procurement, systems, communications, reporting and organisational support.

Who	Why
External	
Community organisations	Collaborate on community legal education initiatives, resource development and community engagement activities.
Government agencies	Support funded education initiatives and collaborative projects.
Legal Assistance Sector	Share knowledge, coordinate education activities and strengthen sector capability.
Universities, Registered Training Organisations and education providers	Develop partnerships to strengthen learning opportunities and educational practice.
Professional associations and networks	Maintain awareness of emerging practice, share knowledge and promote continuous improvement.

CORE POSITION RESPONSIBILITIES

This position description outlines the primary responsibilities; however, it is not intended to be an exhaustive list.

Accountability Areas	Responsibilities
Leadership of the Education and Training Function	- Lead the day-to-day management and ongoing development of the Education & Training function and team, ensuring effective planning, coordination, delivery and continuous improvement of education initiatives. - Lead, supervise, coach and develop team members, fostering a collaborative, inclusive and high-performing team environment. - Manage workload allocation, performance development and professional development to support effective service delivery. - Translate organisational priorities into operational plans, establish team priorities, allocate resources and monitor delivery across the function. - Identify opportunities to improve education services, systems and learning practices. - Contribute to organisational planning and cross-functional initiatives.

Accountability Areas	Responsibilities
Education and Training Programs	• Oversee the planning, development, implementation and evaluation of community legal education, professional learning and internal capability programs. • Ensure education initiatives reflect contemporary legal practice, adult learning principles and organisational priorities. • Monitor program delivery against agreed objectives, timelines and funding requirements. • Ensure education activities are inclusive, trauma-informed and culturally responsive. • Support the identification and development of new education opportunities.
Education Resources and Knowledge Translation	• Oversee the development of community legal education resources, publications and learning materials. • Ensure educational resources are accurate, accessible and appropriate for intended audiences. • Coordinate collaboration between legal practitioners, educators and subject matter experts. • Maintain quality standards across all education products. • Support the effective translation of legal information into practical community resources.
Digital Engagement	• Lead the planning and coordination of digital education and engagement activities. • Ensure digital communications support education objectives and organisational priorities. • Monitor digital engagement and audience data to inform improvements. • Support the effective use of digital platforms to maximise community reach. • Ensure digital content aligns with organisational branding and accessibility standards.
Quality, Evaluation and Continuous Improvement	• Establish quality assurance processes for education programs and learning resources. • Develop and implement evaluation frameworks for education and training programs to measure participation, learning outcomes, reach and impact, using findings to inform continuous improvement. • Analyse data, feedback and emerging trends to inform continuous improvement. • Monitor developments in education practice and recommend improvements where appropriate. • Support a culture of learning, innovation and evidence-informed practice.

Accountability Areas	Responsibilities
Stakeholder Collaboration	• Build collaborative relationships across Women's Legal to support alignment, coordination and integration of education activities. • Work with internal teams, subject matter experts and external partners to strengthen education initiatives and knowledge sharing. • Develop and maintain productive partnerships with community organisations, government agencies, education providers and sector partners. • Represent Women's Legal in relevant education and community engagement forums.
Monitoring, Reporting and Compliance	• Manage the function's budget, resources and operational requirements. • Prepare reports and information for leadership, funding and governance requirements. • Monitor operational risks and implement appropriate mitigation strategies. • Ensure compliance with organisational policies, funding agreements and legislative requirements.
Organisational and personal values	• Represent the organisation in an honest, ethical and professional way and act with integrity and respect at all times and in all situations. • Work collaboratively, sharing knowledge with colleagues to deliver professional excellence. • Recognise and report misconduct and illegal and inappropriate behaviour. • Show commitment to achieving work goals and deliverables. • Adhere to the Australian Solicitors Conduct Rules and the Legal Profession Uniform law at all times. • Proactively identify and manage risks in line with the Community Legal Centres Australia Risk Management Guide to uphold the safety, integrity, and quality of the Women's Legal Service NSW services.

SELECTION CRITERIA

Essential Criteria	1. Commitment to Social Justice and Gender Equity. Demonstrated understanding of, and commitment to, social justice issues for women, particularly First Nations women, and women experiencing deep and persistent disadvantage (social, economic and cultural) and lack of access to legal services. 2. Qualifications Relevant tertiary qualifications in education, adult learning, organisational development, instructional design, communications, community development or a related discipline, or equivalent demonstrated experience. 3. Education and Team Leadership Demonstrated experience leading an education, training or learning function, including operational management, people leadership, service delivery and continuous improvement. 4. Education Design and Practice Demonstrated experience designing, delivering and evaluating accessible education or training programs, supported by a sound understanding of adult learning principles, community education and inclusive learning practice. 5. Communication and Collaboration. Highly developed written and verbal communication skills, with demonstrated ability to communicate complex information clearly, collaborate across multidisciplinary teams and build productive internal and external relationships. 6. Organisation and Planning. Highly developed organisational and planning skills, including the ability to manage competing priorities, coordinate work programs, manage resources and deliver quality outcomes within agreed timeframes. 7. Evaluation and Continuous Improvement. Demonstrated experience using data, evaluation, stakeholder feedback and performance information to monitor outcomes, inform decision making and drive continuous improvement. 8. Digital, Learning and Education Technologies Demonstrated proficiency in Microsoft Office applications, digital literacy and experience using digital learning platforms, communication tools and education technologies to support accessible learning, quality assurance, engagement and reporting.
---------------------------	--

Additional criteria	9. Pre-Employment Screening. Satisfactory Police Check and Working with Children Check (as applicable). 10. Willingness to Travel. Ability to travel in line with work commitments. 11. Professional Development. Commitment to undergoing organisational relevant training and education in line with role responsibilities.
Desirable criteria	12. Community Sector Experience. Experience working within the legal assistance, justice, community, education or not-for-profit sectors. 13. Digital Learning and Educational Technology Experience implementing or managing digital learning platforms, learning management systems (LMS), webinar technologies or other educational technologies to support accessible and engaging learning experiences. 14. Grant-Funded Program Delivery and Evaluation Experience delivering education or training initiatives within a grant-funded environment, including reporting or performance monitoring.

The Women's Legal Service NSW considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).