

Position Description

Position Title:	Senior Manager, UNSW Global Training
Position Type:	Full time permanent
Reports to:	Group Executive, Business Development and Marketing
Business Unit:	UNSW Global Training
Location:	12-22 Rothschild Avenue Rosebery NSW 2018
Date:	March 10
Position Reference:	10-6009

JOB PURPOSE

The Senior Manager, UNSW Global Training is responsible to the Group Executive, Business Development and Marketing for the development of UNSW Global Training.

The role provides quality advice and operational support to the company executive with particular responsibility for managing UNSW Global Training through an ongoing development process.

Specifically, the Senior Manager, UNSW Global Training is accountable for Key Account management, sales, regulatory compliance, budget management, the operational delivery of the UNSW Global Training programs and for enhancing UNSW's reputation through UNSW Global Training's operations.

ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- education and training
- educational measurement and assessment

- consultancy services

These activities are currently managed through seven Business Groups:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- UNSW Global Training
- UNSW Global Consulting & Expert Opinion Services
- Educational Assessment Australia (EAA)
- UNSW Study Abroad
- UNSW Global Networks and Recruitment

The Business Groups are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resource management, marketing and communications, IT and facilities management and corporate governance.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Ltd (AEC) in Hong Kong.

The company has approximately 290 FTE staff and an annual turnover in excess of \$70 million.

UNSW GLOBAL TRAINING

A Registered Training Organisation (RTO), UNSW Global Training has the potential of becoming a key business group of UNSW Global. The major part of the business is focused on business training for customers from supervisor/team leader to middle management. The business works closely with the Australian Graduate School of Business, which targets senior and executive level management education.

UNSW Global Training programs are offered to the public sector, private sector and the general public.

RESPONSIBILITIES

These include but are not limited to:

- Achievement of demanding sales objectives
- Key Account management
- Ensuring compliance with the regulatory requirements of an RTO
- Development of specific plans and performance measures for UNSW Global Training projects and staff
- Representation of UNSW Global Training's interests and promotion of UNSW Global Training at the highest levels of Government, industry and higher education
- Productive interaction with other Business Groups (especially UNSWIL and Consulting and Expert Opinion Services) and Corporate Services to optimise delivery under a shared services corporate structure
- Resourcing, developing and managing UNSW Global Training staff for ongoing growth
- Development of high quality curriculum and course delivery methods for UNSW Global Training
- Liaison with UNSW (especially the Australian School of Business) and possible collaboration on special programs and tenders
- Development and growth of UNSW Global Training's existing products and services.
- Identification and workup of new business opportunities for UNSW Global Training in conjunction with the Group Executive Business Development and Marketing and the international offices
- Providing regular updates to UNSW Global managers on national and international training education and business opportunities
- Management of UNSW Global Training's permanent, contract and casual staff

ACCOUNTABILITIES

Success in the role will be determined by the achievement of Key Performance Indicators which demonstrate improved business outcomes at a corporate and Business Group level. These include but are not limited to:

1. Demonstrable revenue growth and profitability
2. Adoption and utilisation of best practice teaching and delivery methods
3. Development of a cohesive and productive working culture

4. External recognition of UNSW Global Training as Australia's premier business training centre
5. Support for UNSW Global strategies and targets
6. Provision of accurate and timely reports to the CEO, COO and Chief Financial Officer (CFO) as required.

REPORTING RELATIONSHIPS

Supervisor's Title: Group Executive, Business Development and Marketing
Direct reports: Sales Manager, UNSW Global Training
Operations and Compliance Manager, UNSW Global Training

The role maintains close working relationships with a wide range of stakeholders, including:

- UNSW Global senior management
- Senior UNSW management
- UNSW Global contracted service providers
- Education providers & corporate clients
- Government Agencies and regulatory authorities e.g. DEST, Austrade, DEEWR, AEI, NEAS, VETAB etc
- Industry peak bodies

Developing and maintaining effective relationships within UNSW Global, UNSW and the broader political / education / business sector are crucial to the position.

CONSTRAINTS/AUTHORITY LEVELS

The position holds a financial delegation of \$50,000 governed by the UNSW Global financial delegations policy.

The position operates in accordance with UNSW Global and UNSW policies, and the requirements of legislation (eg VETAB) awards and agreements.

CHALLENGES

- Developing and Managing a pipeline of sales opportunities.
- Effectively managing the provision of high quality education and teaching services in a commercial operation under the UNSW brand
- Ensuring strength and depth in skill sets of UNSW Global Training's personnel through professional development
- Ensuring stability in an environment characterised by short term enrolments that are affected by multiple cyclical and structural factors

- Ensuring UNSW Global Training adopts and maintains best practice teaching systems
- Leadership of staff through the change processes
- Management of priorities within tight schedules

SELECTION CRITERIA

Essential criteria

1. Business to Business sales experience
2. Team management
3. Experience in an RTO/AQTF environment
4. Relevant tertiary qualifications in Business management, Marketing or education
5. Industry experience in education and/or educational businesses
6. Demonstrated skills and experience in planning and managing a complex business operation
7. Demonstrated high level communication and relationship management skills including team leadership and management
8. Excellent interpersonal communication skills, networking and collaborative relationship development skills
9. Ability to plan for improvement and to manage change effectively
10. Ability to work productively with staff at all levels and career stages
11. Understanding of the compliance environment in which the company operates including contract management and applicable legislation
12. Commitment and capacity to implement the principles and practices of EEO and OH&S and the requirements of legislation, awards and agreements.

Desirable criteria

1. Professional experience/ understanding of the unique characteristics of managing commercial outcomes in an educational environment
2. IT skills in Word, Excel, PowerPoint and email software
3. Appreciation of the current environment and issues relating to the application of technology to education
4. Experience in multidisciplinary project management.

SALARY RANGE

The successful applicant will be offered \$110 - \$120k + super, bonus & benefits.

OCCUPATIONAL HEALTH AND SAFETY STATEMENT

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

CODE OF CONDUCT

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each other's worth;
- collaborate to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.