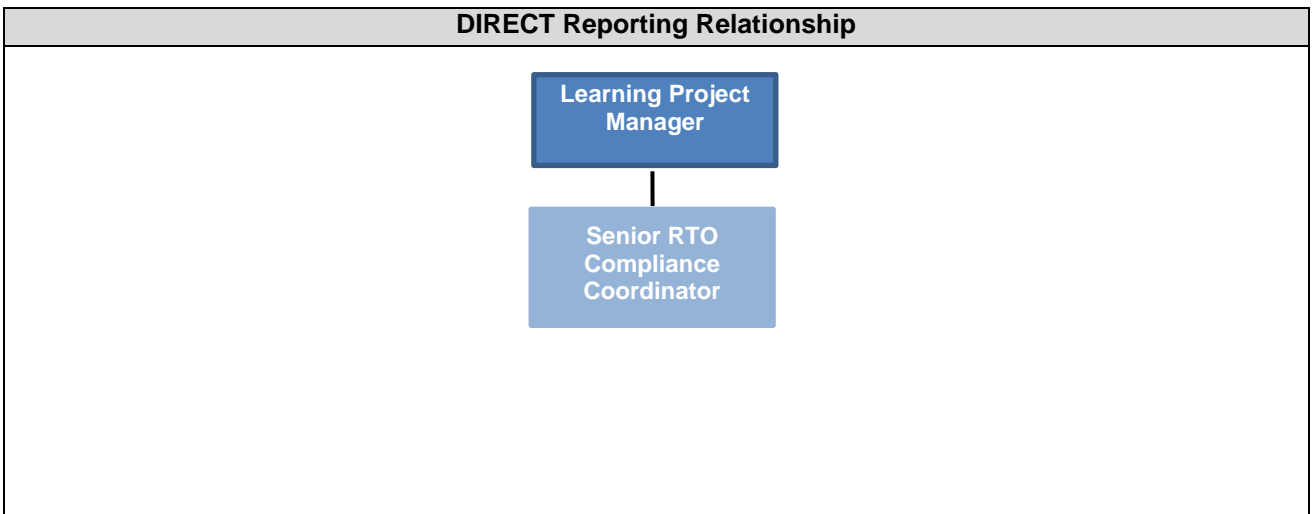




Position Description

Position	Work Location	Position Description Completed
Senior RTO Compliance Coordinator	SLSNSW Headquarters	August 2021
Reports To:	Direct Reports:	Department
Learning Project Manager	NIL	Learning & Development

PURPOSE STATEMENT
To support Surf Life Saving NSW to deliver high quality and consistent training and education to members and clients in line with RTO compliance requirements and internal quality assurance framework. This position is responsible for designing and undertaking quality assurance related activities to ensure the successful adoption of Surf Life Saving NSW policies, processes and programs.



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent written and verbal communication skills along with excellent interpersonal skills; • Demonstrated comprehensive understanding of the Australian Vocational Education and Training (VET) sector and ASQA's Standards for Registered Training Organisations (RTOs); • Confidence to liaise with a wide range of internal and external stakeholders; • Proven ability to work as part of a dynamic, outcomes focused team as well as operating autonomously; • Ability to demonstrate attention to detail and structured approach to delivering project outcomes; • Strong positive problem solving skills and positive approach to solutions; • Strong work ethic and motivated approach; • Professional manner and presentation; • Excellent Microsoft Office skills (Word, Excel, PowerPoint); • Flexible attitude to work, including weekend work; • Current Driver's license. 	<ul style="list-style-type: none"> • Certificate IV in Training and Assessment; • Sound knowledge of the Surf Life Saving operations; • Ability to analyse information and/or data and present professional reports/results; • Skills and knowledge of quality management; • Relevant tertiary education.

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Project Management	<ul style="list-style-type: none"> • Coordinate and oversee the delivery of learning projects, initiatives and tasks, taking into account relevant internal and external stakeholder considerations and driving performance to achieve determined timeframe. • Research, analyse and distil multifaceted issues, translating to clear and actionable directions and priorities that support efficient achievement of project outcomes. • Keep up to date with changes in the VET sector affecting training and assessing within SLSNSW and assist the Learning Project Manager with implementing them.
KRA 2: Service Delivery	<ul style="list-style-type: none"> • Promote an effective working culture by ensuring knowledge is captured and shared. • Contribute to standard and ad-hoc evaluations, reviews and reporting activities. • Deliver quality assurance related initiatives including undertaking internal process audits, designing and delivering educational interventions. • Develop and implement a robust resource management framework. • Design and implement a validation schedule ensuring all training products are validated within the review cycle. • Contribute to the development and evaluation of course resources, applying adult learning theory to improve the learner and trainer experience within face-to-face, online and blended learning environments. • Attend to special projects and other reasonable duties as required from time to time as required by the Learning Project Manager.
KRA 3: Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and sustain strong internal stakeholder relationships and engagement, providing reliably accurate guidance on dependencies and expectations to ensure integrated, fit for purpose, quality outcomes. • Represent SLSNSW in a professional manner at all times. • Work collaboratively with other areas of the organisation to ensure the key priorities and actions outlined in the organisational strategic plan are supported at all times.

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Project Delivery	<ul style="list-style-type: none"> • SLSNSW's RTO Quality Assurance Strategy is implemented; • Agreed learning projects, initiatives and tasks are delivered on time.
KRA 2: Service Delivery	<ul style="list-style-type: none"> • Agreed work projects are completed; • A robust resource management framework is developed and implemented; • Validation activities are scheduled and delivered as per the review cycle; • Internal auditing activities are delivered.
KRA 3: Stakeholder Engagement	<ul style="list-style-type: none"> • Exhibit SLSNSW values and represent SLSNSW in a professional manner at all times.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times; • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation; • Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as defined in the Employee Handbook. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them. • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues
Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes. • Always searches for better ways and strives for best practice. • Embraces and adapts to change

WORKING RELATIONSHIPS

Internal: Works closely with all members of the Training & Education function, Australian Lifesaving Academy and the wider Surf Life Saving Services team to support members/clients with education matters, focusing on continuous improvement.

External: Works with other organisations and agencies on learning projects.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

Chief Operating Officer SLSNSW Date

Chief Executive Officer Date

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Employee Name

Employee Signature Date