



# NATIONAL CENTRE OF INDIGENOUS EXCELLENCE

## Job Ready Manager

### Key Position Information

Job Title: **Job Ready Manager**

Position Reports To: Sustainability Lead

Location: **National Centre of Indigenous Excellence, 180 George St, Redfern**

This position description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Status: Fixed term, Full-Time

Direct reports: Nil

### Primary Purpose of Job

The Job Ready Manager will manage the development and implementation of the Job Ready program alongside a small team with 1-2 direct reports. They will lead Job Ready training, oversee employment placements and be responsible for realising desired outcomes of the Indigenous Advancement Strategy (IAS) Contract held with the Prime Minister and Cabinet (PM&C). They will also lead the development of the future direction of the program, ensuring it adapts to the needs of the community and resourcing opportunities available.

The Job Ready Manager will be responsible for optimising potential for each Program participant to complete the full program, from recruitment, through training, to completion of the Program, and support towards successful placement in employment. The role will provide detailed administrative support for the PM&C, including necessary administration, documentation, reporting and managing financial budgets.

Key stakeholders include the PM&C, external course providers such as TAFE and other mentors such as the Educational Ambassador.

Some Interstate travel may be required.

### Qualifications

The successful candidate will have tertiary qualifications and/or extensive relevant experience in Business, Hospitality, Catering Operations or a related area. A Working with Children check is required for this role.

Key Result Area (KRA)	Key Performance Indicator (KPI)
<b>Program development and delivery</b>	<ul style="list-style-type: none"> <li>• Develop and coordinate delivery of the Job Ready Program so that it achieves its training and employment outcomes</li> <li>• Administer funding contract outcomes for recruitment, training, placement and mentoring</li> <li>• Designing, developing and delivering training with training partner to ready Indigenous community members for jobs</li> <li>• Documentation and reporting for external contracts and internal/external reporting</li> <li>• Support manager in securing funding, resourcing and partnership opportunities for the program</li> <li>• Operates computer hardware and software, departmental systems and electronic systems effectively.</li> <li>• Identifies and anticipates the needs of clients, delivers services that meet and exceed client expectations and commits to continuous improvement in planning, process and services.</li> <li>• Works closely with Job Ready staff, kitchen staff and marketing staff to deliver a high quality training and employment program</li> <li>• Support other projects at NCIE relating to skills, employment, and relevant reporting</li> </ul>
<b>Positive Relationships</b>	<ul style="list-style-type: none"> <li>• Proactively supports community and employer engagement, using strong communication and organisational skills to balance conflicting priorities and manage resources.</li> <li>• Ensure a collaborative, cohesive and functional team work environment.</li> <li>• Work closely with other team members to deliver outcomes</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Create an environment that motivates and engages staff and other internal stakeholders to perform at their best.</li> <li>• Ensure you participate in the NCIE induction process and probationary reviews within prescribed timelines.</li> <li>• Engage external relationships (TAFE, placement providers etc) to ensure that the program is delivered to a high quality and within budget</li> </ul>
<b>NCIE's Core Values</b>	<ul style="list-style-type: none"> <li>• Consistently acts in accordance with the NCIE's values, challenges practices inconsistent with these values and uses values as a basis managing relationships and decision making.</li> </ul>
<b>Employee WHS</b>	<ul style="list-style-type: none"> <li>• Modelling healthy and safe behaviour and ensuring personal health and safety at work.</li> <li>• Not adversely affecting the health and safety of other workers or persons.</li> <li>• Proactively detecting and reporting hazards, then reporting them to the line manager to ensure timely and proper control.</li> <li>• Complying with all reasonable instructions, policy, procedures and safely using equipment.</li> <li>• Reporting any incidents (near misses/injury/illnesses).</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Actively participate in risk assessment reviews, contribute to and adhere to policy and operating procedures, developed to manage workplace risks</li> <li>• Assists with developing, implementing and managing a</li> </ul>

consolidated organisational risk and compliance portfolio including but not limited to WHS, financial, people, systems and operational risk. Managers will regularly discuss specific task or activity risks and controls/treatment plans via team meetings.

- Executive Managers will periodically review, monitor and proactively manage operational and strategic risk plans and report changes or exceptions via monthly Board reporting.

#### **NCIE Policies and Procedures**

- Contribute to the development, compliance, maintenance, training and application of NCIE policies and procedures.

### **Role Specific Performance Measures**

1. Successful training and employment outcomes as per internal and external objectives and contracts
2. Quality of training as assessed through participant and employer feedback
3. Timeliness of forms and administration required for reporting
4. Mentoring and support of Indigenous community members to seek, secure, and stay in a job
5. Proactively developing and implementing strategies for employment placement with other Job Ready team members
6. Regular program evaluations, program development and adaptation to ensure Job Ready is achieving its objectives
7. Developing and delivering networking activities
8. Supporting development of funding and partnership opportunities

Your measure of success and performance will be reviewed in line with the organisation's appraisal process, feedback/comments from clients and internal stakeholders with whom you have a functional or direct working relationship.

### **Selection Criteria**

**The occupant of this position will be able to demonstrate capacity in the following criteria:**

#### **Essential**

1. Highly developed communication skills to effectively facilitate and negotiate significant outcomes with a wide range of people, including the ability to communicate effectively with Aboriginal people and Torres Strait Islanders and a knowledge and understanding of their cultures
2. Strong demonstrable project management skills, including experience in development and delivery of outcomes specified by funding contracts
3. Demonstrated budget management, data analysis, and reporting skills to communicate social and financial impact to a variety of stakeholders
4. Sound understanding of risk management and WHS in teaching/educational and catering environments
5. Demonstrate excellent written and oral communication skills
6. Experience managing teams and working in a small team environment (including management of interns and volunteers), with a high degree of initiative and self-motivation
7. Computing skills, particularly advanced experience in departmental software and the ability to utilise the Microsoft Office suite of applications in a MS Windows environment
8. The successful candidate will have or have the ability to get a NSW Working with Children Check clearance
9. Current First Aid Certificate

#### **Desirable**

1. Appropriate and current tertiary qualifications such as Certificate IV in Workplace Training and Assessment
2. At least five years' relevant experience in employment and job readiness programs and

- knowledge of Indigenous employment
- 3. Possession of a driver's license

### Practical Requirements

The preferred candidate will be engaged on a fixed term Employment Agreement.

Work outside of the normal hours of duty may be required. Some travel may be required. Interstate travel including overnight absences may also be required.

Employment will be subject to a Criminal History Check and the candidate must have or have the ability to get a NSW Working with Children Check clearance. Possession of a valid driver's license is desirable.

Appointment to this position of a person not currently an officer of NCIE will be subject to a probationary period of 6 months.

