

**NDA****T R A I N I N G
T A S M A N I A****POSITION DESCRIPTION**

Position Title:	Assistant Manager
Type of Employment:	1.0 FTE (negotiable)
Commencing:	As soon as possible
Location:	Level 1 / 65 St John Street, Launceston TAS 7250
Conditions:	(Post-Secondary) Educational Staff Award. Salary level by negotiation.

About NDA:

NDA Training Tasmania is a statewide, 100% locally owned Registered Training Organisation (RTO) and Group Training Organisation (GTO). NDA has been training Tasmanian clients for over 35 years, with centers in Launceston, Hobart and Ulverstone.

Purpose of Position:

The Assistant Manager's primary role is to manage and oversee the day-to-day operations of NDA Training Tasmania.

Level of responsibility:

Responsible for the successful management of the assigned duties and associated activities. High levels of confidentiality are expected to be maintained. Responsible for complying with the relevant policies and procedures as relating to the position.

The Assistant manager will work closely with the Managing Director.

Direction/Supervision:

The Assistant Manager will report directly to the Managing Director.

Directions and work priorities will be determined by the Managing Director. There will be a high level of collaboration with the other members of the team.

DUTIES:

Management

- Assisting the general manager in organising, planning and implementing strategic direction
- Coordinating day-to-day operations, including staff supervision
- Developing a marketing plan
- Marketing and working with key NDA clients
- Writing regular Facebook posts and the NDA website and newsletter
- Ensuring that company policies, procedures and guidelines are followed
- Devising and setting up initiatives to boost company productivity
- Ensuring that company goals and objectives are met
- Maintaining a safe and healthy work environment
- Providing training to employees
- Delegating tasks to employees
- Maintaining regular contact with staff across all 3 centres
- Supervising, leading and motivating employees
- Working to ensure that staff morale is high
- Filling in for the Managing Director in case of absence, particularly outside of school hours and during the school holiday period
- Monitoring and tracking operating costs, budgets and resources
- Creating reports, analysing, interpreting and presenting data
- Quality Assurance - monitoring customer and client satisfaction
- Managing customer complaints and resolving issues
- Preparing financial management reports as required
- Guiding the organisation through the RTO audit process
- Supporting the Managing Director, as needed

Training and Assessing (Desirable but not essential)

- Training business skills courses
- Assessing Business qualifications

Group Training Organisation

- Liaising with clients
- Marketing the GTO
- Interviewing and recruiting new GTO employees
- Managing the GTO employees

SELECTION CRITERIA:

Essential:

- At least 5 years senior management experience
- People management experience
- Excellent communication skills
- Working with vulnerable people card
- Full driver's license

Desirable:

- Experience in, or knowledge of, a Registered Training Organisation (RTO)
- A certificate IV in TAE
- Experience training adults
- Business qualifications

Authorised: Karina Stojansek

Date: 27/10/21

Application:

To apply for the above position please send a letter of application, addressing the above selection criteria, together with your resume by Monday 8 November to: jobs@nda.com.au