



## GENERAL MANAGER EDUCATION, COMPLIANCE & ENGAGEMENT AUSTSWIM LTD

PEOPLE  
RECRUITMENT

- National organisation for the teaching of swimming
- Senior strategic leadership and education compliance role

### ABOUT AUSTSWIM

AUSTSWIM is Australasia's national organisation for the teaching of swimming and water safety. The AUSTSWIM accreditation is the industry standard for Swimming and Water Safety Teachers™ and is delivered and recognised in each state and territory of Australia and many countries overseas.

AUSTSWIM is a truly national organisation, with over 35 staff in 6 offices across the country and a network of over 300 trainers.

There are currently over 35,500 AUSTSWIM Teachers in Australia and internationally with over 12,000 licensed in teaching specific programs such as infants, people with a disability and adults. With 40 years dedicated experience, AUSTSWIM works closely with aquatic facilities, education departments, peak industry organisations and partners to achieve the AUSTSWIM philosophy that all Australasians should have appropriate and relevant swimming and water safety skills and understand the principles and practices of water safety.

### GM EDUCATION, COMPLIANCE & ENGAGEMENT

Reporting to the Chief Executive Officer, the General Manager Education, Compliance and Engagement will play a lead and pivotal role in the management of AUSTSWIM's operational and growth strategy, and contribute to the broader business strategy whilst supporting the CEO in building the AUSTSWIM business and in reducing AUSTSWIM's overheads.

The General Manager is responsible for overseeing AUSTSWIM's Registered Training Organisation with a strong focus on quality learning outcomes and targeted growth of the RTO in line with the strategic objectives.

Whilst certainly having a focus on the core areas of Education, Compliance and Engagement, the role will also manage a broad number of projects with the aim to improve the quality of services and systems across the organisation and to its customers. Central to this will be an ability to gain impactful customer insights leading to improved learning outcomes for customers and the development of new improved delivery methods and/or platforms.

- Circa \$115,000 plus super, plus performance bonus
- Melbourne (Notting Hill) based

This senior management position will work to ensure AUSTSWIM's business objectives are met through providing high level expert relationship management, compliance, technical expertise, product development and project management skills. In addition, the role requires strategic budget management, simultaneously making and managing plans, supervising business operations, formulating and endorsing company policies and other managerial duties. The successful candidate will be an individual that possesses drive, passion, initiative and enjoys thinking on their feet, working in a demanding team environment and under pressure, and is prepared to roll up their sleeves and work hands-on.

To be considered for this role you will be suitably experienced in driving high performing teams, RTO compliance, education product development, and customer relationship management within a similar scale (circa \$5million turnover) not for profit organisation.

This is a unique opportunity to make this role your own and help create momentum towards a more efficient and higher profile business.

A background in swimming is not essential, however you must be committed and passionate about AUSTSWIM's performance and continual improvement.

### KEY RESPONSIBILITIES

#### Compliance and Education - RTO and ISO

- RTO
  - Management of RTO scope of registration resources ensuring currency with accredited training reporting & auditing requirements. Ensure overall compliance of the RTO with all relevant external bodies - including contract requirements, quality assurance, accreditation and legislative requirements.
  - Ensure all statutory compliance obligations are met and industry related legislation / regulations are adhered to (ASQA, AVETMISS).
  - Manage risk through coordination of internal audits to ensure services are delivered in accordance with ASQA requirements, contractual obligations and AUSTSWIM risk management and quality frameworks.

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## KEY RESPONSIBILITIES - RTO (Continued...)

- Review and continually improve the RTO activities, programs and service delivery, ensuring that it remains current and underpins effective operations, and high levels of quality education and service.
- Ensures overall compliance of the RTO with all relevant external bodies - including contract requirements, quality assurance, accreditation and legislative requirements.
- Manage risk through coordination of internal audits to ensure services are delivered in accordance with ASQA requirements, contractual obligations and AUSTSWIM risk management and quality frameworks.
- Review and continually improve the RTO activities, programs and service delivery, ensuring that it remains current and underpins effective operations, and high levels of quality and service.
- ISO
  - Leads activities and regularly monitor the achievement of deliverables that ensure the maintenance of *ISO/IEC 17024: Conformity assessment - General requirements for bodies operating certification of persons.*
- Education
  - Drive the creation and quality of the curriculum, resource, assessment, professional development and 'train the trainer' elements of the AUSTSWIM training suite.
  - Lead the development and maintenance of accurate and timely education and accreditation projects.
  - Develop, drive and supervise initiatives that will embed education and learning for presenters, teachers, candidates and staff.
  - Drive high quality education principles at the core of what AUSTSWIM does.

## Reporting and Oversight

- Prepare, monitor and analyse key enrolment and accreditation metrics.
- Design and implement new templates and processes for course, presenter, pool and teacher and assessor audits.
- In conjunction with the General Manager Growth, Delivery and Participation, provide relevant topics and content to effectively communicate with the trainers (presenters), assessors, students, staff as well as Industry in order to understand and deliver to their requirements as well as highlighting education, learning, review and auditing requirements on a regular basis via multiple communication channels.

## Establish and Maintain Collaborative Relationships

- Establish and maintain relationships with funding bodies and industry partners to remain current with industry developments & training package update.
- Rigorously drive, amongst industry stakeholders, government and the public, an understanding and relevance of ISO 17024 as a key driver of quality in the AUSTSWIM Licence.
- Collaborate with the accreditation head office and business centres nationally as well as international teams, in education, learning assessment and research matters.
- Liaise with sub agent/course provider personnel, auditing and compliance agencies to establish and maintain collaborative relationships pertaining to compliance.
- Maintain existing and establish new relationships domestically and internationally with counterparts within aquatic organisations, overseeing the translation and development of AUSTSWIM resources where required
- Collaborate and proactively communicate with the Senior Management Team and managers to drive continuous improvement initiatives for course development processes and content, including analysis of course presentation, delivery, evaluations and audits.

## Product Development

- Identify opportunities to create new business opportunities within new and existing accounts, rolling out non accredited and accredited training courses. In conjunction with GM Growth, Delivery and Participation.
- Participate in developing programs and other professional learning opportunities that are designed to ensure the integration of water safety assessment and pedagogy across the training suite.

## People

- Performance monitoring and developing.
- Monitor the allocation and direct the resources within the division to ensure the achievement of deliverables articulated within the business plan maintaining a high level of service for business as usual activities.
- Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed.
- Hold direct reports accountable to their responsibilities and results.

## Strategy

- Act as part of the Senior Executive team achieving AUSTSWIM'S Strategic Plan.
- Contribute to the overall planning, development and success of AUSTSWIM.
- Develop plans that respond to organisations future needs
- Active participation as a member of the Executive Management Team and Executive Governance Group.

## KEY RESPONSIBILITIES (Continued...)

### Financial

- Divisional budget preparation and oversight
- Yield management
- Monthly reporting
- Forecasting
- Contribute to new grant tenders (including State and Federal government funded offerings)

### Other

- Adhere to all organisational policies, procedures, standards and practices.
- Act only in ways that advances AUSTSWIM'S objectives, values and reputation.
- Other duties, consistent with skills and experience, as directed by the CEO.
- In conjunction with other General Managers liaise on all education and training applications, reports and acquittals to funding organisations, including oversight of written material, budgets, financial reports and statistical data.

## INDICATIVE KEY PERFORMANCE AREAS / INDICATORS

The General Manager's success will be measured by delivery of the Strategic Plan including:

### Compliance & Education

- Independent and ASQA/ISO Audits show no items of major noncompliance
- Policies and procedures are developed, robust and embedded within the organisation
- Quality assurance framework in place and proactively managed
- Product review cycle produced and adhered to within time constraints.

### People

- Development plans in place for each member of staff and executed/achieved.
- Staff leave remains with tolerance levels
- Regular performance plans in place and monitored at least twice yearly.

### Product Development

- Review and continually improve the RTO activities, programs and service delivery, ensuring that it remains current
- New opportunities to create new business opportunities within new and existing accounts have been delivered on time and on budget

### Financial

- Achievement of expenditure budgets

## SELECTION CRITERIA

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for the General Manager Education, Compliance and Engagement role will require a range of personal and professional skills, including:

### Education and Compliance

- Certificate IV or Diploma in Training & Assessment TAE combined with a tertiary qualification in Adult Education, Management or Business.
- Demonstrated knowledge and understanding of the Australian Skills Quality Authority, training packaging requirements, AVETMISS and experience with government funded programs
- Significant knowledge and experience in program development and instructional design.
- A sound knowledge/understanding of relevant legislation and policies, principles and operational frameworks;
- Significant experience knowledge/understanding of the RTO training environment

### Project Management and Development

- Demonstrated experience in managing highly complex and confidential planning information at a strategic level
- Ability to deliver high quality products and resources based on sound Instructional Design principles

### Financial

- Experience in financial management accounting including preparation of monthly sales and performance reports

### Personal

- Highly developed time management and organisational skills. High standards of honesty and integrity
- Preparedness to play a hands-on role, is proactive and acts with a sense of urgency
- Well-developed interpersonal skills and an ability to form effective professional relationships with stakeholders, consumer representatives, political and public service representatives and key professional bodies;
- Highly developed strategic and analytical skills;
- Ability to be forensic in reading all documentation
- Outstanding written and oral communication skills
- Ability to research and gather data
- Experience as a team player who builds effective internal and external relationships. Open and transparent communication style
- Strong internal and external customer focus

## SELECTION CRITERIA (Continued...)

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### Environment

- Demonstrated adeptness in working in a dynamic and challenging environment and responding flexibly to meet changing needs, priorities and deadlines.
- Experience in the development and distribution of executive documents and professional presentations.

### IT and Systems

- Experience in use of RTO management systems as well as proprietary CRM systems and software

### People

- Demonstrated high level interpersonal, negotiation and communications with the ability to interact with all levels of staff, employee representatives, industry leaders, legal practitioners and other stakeholders.
- Ability to maintain composure, balance workload and conflicting priorities and effectively handle difficult situations.
- Demonstrated successful experience in managing and leading a team of professionals, in an RTO environment, in pursuit of excellence in service quality and delivery.
- Prior experience managing a team
- Leading and motivating a team and drives a positive culture aligned with AUSTSWIM values
- Demonstrated organisational, project management and administrative skills including the ability to prioritise tasks and meet deadlines.

### Desirable

- Experience and oversight of an ISO scheme
- Experience in tender / grant submissions
- Prior experience using XERO and or other accounting packages would be beneficial
- Experience in swimming or education highly regarded but not essential.

## LOCATION AND TRAVEL

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The position is based at the AUSTSWIM national office located in Notting Hill, Melbourne, Victoria. Some domestic travel will be required to attend various meetings, conferences and events.

## HOURS OF WORK

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This is a full-time position generally working Monday to Friday 9:00am to 5:00pm. Given the unique nature of the industry, weeknight and weekend work will be required from time to time including attendance at conferences and trade shows.

## REMUNERATION GUIDE

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A remuneration package of circa \$115,000 plus superannuation will be available to the successful candidate, negotiable depending upon skill level and experience. An annual performance bonus will be available based on successful achievement of KPIs.

At the time of applying, candidates are invited to indicate their current salary and salary expectations.

## RESIDENCY AND IMMIGRATION

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Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

## WEBSITE AND SOCIAL MEDIA

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For more information and news items on all facets of activities, services and programs, visit:

AUSTSWIM website: [austswim.com.au](http://austswim.com.au)

Facebook: [facebook.com/AUSTSWIMLtd](https://facebook.com/AUSTSWIMLtd)

Twitter: [twitter.com/AUSTSWIMNews](https://twitter.com/AUSTSWIMNews)

YouTube: [youtube.com/user/Austswim10](https://youtube.com/user/Austswim10)

Instagram: [instagram.com/austswimpics](https://instagram.com/austswimpics)

## TIMELINES

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Final interviews and the appointment of the General Manager Education, Compliance and Engagement, AUSTSWIM are scheduled for July, 2020.

The successful candidate will commence duties as soon as possible following appointment, mindful of notice periods and general availability.

## PLEASE APPLY NOW TO AVOID MISSING OUT!

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Please note People Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now.**

Preferred Application Format: Candidates must complete and submit the **COMPULSORY People Recruitment Application Form** at the time of applying.

The Application Form is available as a download at the People Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

People Recruitment prefers a 2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

# GENERAL MANAGER EDUCATION, COMPLIANCE & ENGAGEMENT - AUSTSWIM LTD

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## APPLY TO

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Your application should be sent electronically via the “apply to” link at the job advertisement via [peoplerecruitment.com.au/jobs](http://peoplerecruitment.com.au/jobs)

## ENQUIRIES

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The General Manager Education, Compliance and Engagement, AUSTSWIM recruitment assignment is being managed exclusively by **People Recruitment**.

In the first instance general enquiries should be directed to Scott Oakhill on 0408 258 337, FREECALL AU 1800 634 388 or +61 2 9555 5000 or via [jobs@peoplerecruitmentgroup.com](mailto:jobs@peoplerecruitmentgroup.com).

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