

RTO Manager

About the business and the role

Greenhill Education Group Australia Pty Ltd trading as RGIT Australia is a leading vocational education provider in Australia and one of Australia's most competitive providers. With a founding principle of delivering excellence in training, RGIT Australia is proud to offer a learning environment that pays particular attention to quality teaching, student welfare and to fostering equal educational opportunities for students of all ages.

RGIT Australia is looking for a highly motivated and dedicated RTO Manager to lead its team and manage our **Hobart Campus**.

This is a **full-time** position.

The focus of the role is on the coordination and management of day-to-day delivery of high-quality training, including management of the trainers/assessors and office staff (operations). Experience with operating or managing an RTO is required, along with experience with managing compliance is preferred. As a core member of the management team, you will be responsible for RTO management and ultimately for ensuring quality training is provided to our valued clients.

Position Responsibilities

- Oversee and manage the day-to-day campus operations.
- Ensure all campus operations are conducted in accordance with RGIT's policies and procedures, government legislations, regulations, standards, and other relative guidelines.
- Lead and manage the campus to ensure the highest level of customer support services for students regarding advisory services, counselling support and students activities and needs.
- Ensure programs are satisfactorily organised with staff (i.e. trainers), resources and materials allocated accordingly.
- Drive recruitment, admission and support for students.
- Prepare and implement funding applications and grants, in liaison with the respective personnel.
- In the event of any student complaints/issues, ensure the matter is resolved and operations are adjusted and improved accordingly.
- Keep abreast of product applications, services, market conditions, competitive activities, advertising and promotional trends.
- Drive innovation and continuous improvement through feedback and consultations from those internal and external to RGIT including students and industry.
- In conjunction with the respective personnel, foster a team approach to the delivery of courses by attending regular staff meetings, moderation/validation workshops and participating in collaborative problem-solving.

Main Campus

28-32 Elizabeth Street, Melbourne VIC 3000, Australia
Postal Address: GPO Box 5466, Melbourne VIC 3001, Australia
T: (+61 3) 8639 9000 F: (+61 3) 8639 9001 E: admin@rgit.edu.au

Victoria House Campus

43-45 Elizabeth Street, Melbourne VIC 3000, Australia
T: (+61 3) 9662 8022 F: (+61 3) 8639 9001 E: admin@rgit.edu.au

Hobart Campus

Level 3, 162 Macquarie Street, Hobart TAS 7000, Australia
T: (+61 3) 6217 9000 E: hobart@rgit.edu.au

To be considered for this position, applicants need to have the following:

- TAE40116 - Certificate IV in Training and Assessment is required.
- TAE50216 - Diploma of Training Design and Development and/or BSB50920 - Diploma of Quality Auditing are preferred.
- Bachelor's level qualification in Management or Business is required.
- Qualification in Community Services or Childcare (ECEC) or Hospitality is preferred.
- A minimum of three (3) years of progressive leadership experience (expertise developing policies and procedures to promote continuous improvement, and specialised understanding of student success practices) is required.
- Demonstrated knowledge and understanding of the Australian Skills Quality Authority, training packaging requirements, AVETMISS and experience with International students.
- Demonstrated successful experience in managing and leading a team of professionals, in an RTO environment, in pursuit of excellence in service quality and delivery.
- Demonstrated high level interpersonal, negotiation and communications with the ability to interact with all levels of staff, students, agents, host employers and other stakeholders.
- Ability to maintain composure, balance workload and conflicting priorities and effectively handle difficult situations.
- Demonstrated organisational, project management and administrative skills including the ability to prioritise tasks and meet deadlines.

To be successful in this job you will be a highly motivating and engaging individual with outstanding presentation skills that set you apart from others. You will have a proven track record of leadership in a work environment with demonstrated highly developed oral and written communication skills.

This position offers excellent career opportunities in a friendly and supportive work environment.

RGIT Australia is an equal opportunity employer. We are dedicated to attracting, retaining, and developing our people regardless of gender identity, ethnicity, sexual orientation, disability, and age. Applications are encouraged from all sectors of the community and we strongly encourage applications from the Aboriginal and/or Torres Strait Islander community.

If you believe you are qualified and suitable for this position, please submit your cover letter together with your resume to hr@rgit.edu.au.

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