

SERVICE SKILLS INDUSTRIES
TRADING AS
SERVICE SKILLS VICTORIA
POSITION DESCRIPTION

TITLE: Program Manager – Retail Services

EMPLOYMENT STATUS: Full Time

REPORTS TO: CEO

DATE CREATED: 22-09-04

LAST REVIEWED: 22-10-09

Role, context and purpose of the position:

The purpose of this role is to ensure the achievement of the operational plans of Service Skills Victoria (SSV), particularly as they relate to Wholesale, Retail and Personal Services (WRAPS). The Program Manager undertakes activities under the direction of the Chief Executive Officer to ensure that the strategic and operational objectives of the organisation are achieved.

Role, context and purpose of the organisation - summary:

The primary role of SSV is the provision of advice to government agencies, industry and the learning community on skills, education and training for the following industry sectors:

- o Wholesale, Retail, and Personal Services industries;
- o Tourism, Hospitality and Events; and
- o Food processing (under contract to the Victorian Food Industry Training Board)

The organisation operates in the context of the Australian vocational education and training system, with significant interaction with industry, businesses, registered training organisations, secondary schools and universities.

SSV manages the secretariat of the Tourism Accreditation Board of Victoria and operates the Australian Tourism Accreditation Program on behalf of the TABV. SSV also generates significant revenue through commercial project activity.

Refer attached – statement of corporate vision and mission

REPORTING RELATIONSHIPS:

The Program Manager:

- o reports to Chief Executive Officer of Service Skills Victoria.
- o provides a guiding and mentoring role to the Project Officer.

RESPONSIBILITIES:

- Undertake research gathering activities in relation to trends in the service industries (particularly WRAPS) and analyse the implications on new and or existing skills development programs
- Consult with industry groups, employers, unions, Registered Training Organisations, government bodies and others involved in the vocational education and training field
- Facilitate meetings of the WRAPS Industry Advisory Committee and Industry Reference Groups
- Identify project opportunities
- Respond to project/tender briefs and manage projects as required
- Represent SSV at meetings, conferences and seminars as appropriate
- Respond promptly to all relevant enquiries
- Assist the CEO with additional tasks as requested

TASKS:

- Source and collate information on the service industries in order to understand current and predict future skills needs
- Develop reports on the sectoral needs of the service industries, utilising Skills Victoria guidelines
- Assist in raising awareness of available skills development programs
- Identify issues surrounding accessing and achieving skills development programs for the service industries
- Undertake communication and promotion activities for SSV including development of electronic newsletters and web based information
- Participate in the development and review of training packages and associated activities
- Develop briefing papers and operational reports to submit to SSV board meetings
- Participate in projects to support SSV's vision and mission
- Ensure all required documents are circulated to Board members as appropriate and in a timely manner

KEY SELECTION CRITERIA

- Strong project management skills
- Highly developed communication skills, including consultation, facilitation and presentation
- High level research and report writing skills
- An understanding of issues surrounding vocational training and education
- Ability to multi-skill across a diverse range of activities within a small organisation
- Ability to work independently as well as a member of a team
- Well developed computer skills across the MS Office suite of applications
- A current driver's licence is necessary
- A relevant tertiary qualification is essential

Other relevant skills, knowledge and experience

- Knowledge of one or more of the WRAPS industry sectors
- Knowledge of the Australian vocational training system, particularly as it operates in Victoria

Terms of employment:

- The Program Manager is a full time position, subject to the funding available to Service Skills Victoria.
- The Program Manager reports to the CEO of Service Skills Victoria.
- The successful applicant will be expected to enter into a standard employment contract.
- A probationary period of 3 months will apply.

Location

The Service Skills Industries is located at Level 2, 10-16 Queen St, Melbourne. The office is shared with VERVE, Knowledge & Skills.

FURTHER INFORMATION

Further information about this position can be obtained from:

Ian Nicolson
Chief Executive Officer
Services Skills Victoria
Level 2, 10-16 Queen St
Melbourne 3000
Tel: (03) 9621 1777
Email: iann@ssv.org.au

SERVICE SKILLS VICTORIA

Background Information

Our Vision

Our Vision is to raise the professionalism & competitiveness of Victoria's Service Industries Workforce

Our Mission

- **Lead** the drive to boost skills and workforce development to enhance skills, employability and professionalism, leading to improved productivity and business growth.
- **Build** intelligence, knowledge and analysis of the service industries' workforce that contributes to real change in the workplace.
- **Advocate** on behalf of industry in relation to training and skill development.
- **Engage** employers across all sectors of the service industries to integrate skill development linked to business goals and outcomes.
- **Create** ownership by industry stakeholders to enable leveraging of industry expertise and active involvement of employers, trade unions and professional bodies in strategic workforce development.
- **Promote** the benefits of investment in skills acquisition to the service industries
- **Forge** strong networks encompassing industry, employers, unions and the learning community.