

# General Manager - Program Delivery (VIC)

## Position Overview

### Purpose of the role

Lead and manage a team of Advisors to ensure the successful delivery of the CareerTrackers program within a designated geographic area in Victoria. Maintain and develop relationships with company, university and community partners to support program growth.

### Tasks and responsibilities

#### Staff Leadership

- Lead and motivate a team of Advisors in Victoria
- Provide coaching and advice to achieve performance outcomes and foster career growth
- Advocate National Program delivery standards and practices
- Cultivate a student focused and collaborative culture
- Drive accountability and a solution focused mindset
- Strong association with other Program Managers

#### Program Delivery

- Manage relationships for a portfolio of business, university and community partners
- Implement, manage, supervise and evaluate all activities of the program in line with national standards
- Work with the Program Director to establish annual performance targets and key program dates
- Meet expected KPI's: 90% interview success; 90% completion of 12-week internship; 90% return internship and 80% conversion into full-time employment
- Analyse trends, identify issues and develop and recommend solutions to the Program Director
- Remain abreast of all modifications to the national standards implementing the same in a timely and structured way
- Oversee the data collection, collation and evaluation of team targets and achievements
- Drive a disciplined culture to ensure 100% accuracy in the internal management system at all times
- Manage and leverage relationships with key stakeholders to ensure a quality pipeline of students and internship opportunities with companies
- Guide the team on student suitability and ensure quality matching between student's and companies
- Oversee the local training calendar and ensure consistency with national training calendar
- Monitor student participation and engagement at all events and ensure all students meet the minimum requirements
- Manage partner workplace issues that may potentially impact an internship opportunity

### Skills and experience

- Completed a bachelors degree at university
- Has awareness of Aboriginal and Torres Strait Islander culture and is a role model for students in the program
- Proven leadership experience that inspires and engages both own team and all other stakeholders
- Experience in building relationships within corporate Australia and Indigenous communities
- Strong general knowledge of different careers and organizational structures / design within the private sector
- Strong resilience and proven ability to stay positive and boost team morale