

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>PRODUCT DEVELOPMENT AND DESIGN MANAGER</b>	
<b>COMPANY DIVISION:</b>	genU	<b>Employment and Training</b>
<b>OFFICE LOCATION:</b>	Support Hub – Highton	
<b>REPORTS TO:</b>	Operations Manager – Stakeholder Experience, genU Training	
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• genU Training Stakeholder Experience Team</li> <li>• genU Training Instructional Designers</li> <li>• genU Training Quality Assurance Team</li> <li>• genU Training Managers</li> <li>• genU Internal Divisions</li> <li>• Industry Stakeholders</li> <li>• Auditors and funding bodies</li> </ul>	
<b>CLASSIFICATION &amp; CONDITIONS:</b>		
<b>STATUS:</b>	Full time	

### THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

**Vision: To build inclusive communities**

**Mission: Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.**

**GENU VALUES**

<b>VALUE</b>	<b>BEHAVIOURS</b>
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

**DESCRIPTION OF DIVISION**

As a division of not-for-profit organisation genU, we're proud to deliver valuable, job-ready and nationally recognised qualifications and vocational short courses producing genuine results for job seekers and people wanting to advance their careers.

With campuses in Geelong, Melbourne, Ballarat, Colac and Warrnambool, we offer a mix of courses with a focus on caring for and supporting everyone in our community.

genU Training is both a Victorian Registered Training Organisation (RTO 5553) and an industry-training partner for the National Employment Services Association.

**PURPOSES OF THE POSITION**

The Product and Development Manager is responsible for leading and growing a market-leading portfolio of training products, designed to positively influence experience and engagement for all students interacting with genU Training.

This will include designing and supporting processes and activities that:

- Drive new product initiatives
- Strengthen the genU Training brand
- Create strong connections with genU Training students
- Ensure strong planning processes, driving team output
- Ensure review of current products with a continuous improvement focus
- Provide sector-leading course design
- Are responsive to learner feedback
- Support sites to provide exceptional service
- Promote strong partnerships with industry

### **SUMMARY OF POSITION RESPONSIBILITIES**

The position is directly responsible to the Operations Manager – Stakeholder Experience for key accountabilities and the achievement of Key Performance Indicators.

#### **KEY RESULT AREAS**

Lead an engaged, motivated and high performing team that supports all aspects of operational excellence, including the management of performance through provision of clear goals and expectations, timely and regular feedback, coaching and development.

#### **Product Development**

- Manage the implementation of strategic initiatives to ensure quality service delivery and genuine student outcomes through the development and review of genU Training course materials and assessment tools
- Manage the product development priorities for the entire RTO, including the planning of new accredited and non-accredited training products and the review of existing products
- Manage the development and implementation of strategies to ensure sector-leading training products via the leadership of a team of Instructional Designers and Business Improvement operatives.

#### **Business Improvement**

- Analyse, research and benchmark industry market trends in the VET sector
- Manage the process for ensuring learners have access to the highest quality learning and assessment materials
- Lead the process for ensuring partnerships with industry organisations are maintained and nurtured to allow for informing practice
- Set KPI's and monitor the performance of the Instructional Design and Business Improvement teams

#### **Continuous Improvement**

- Consult with industry and community groups to ensure currency of training programs
- Manage the development and strengthening of community partnerships
- Represent the organisation on relevant committees and networks
- Participate in staff meetings, policy and organisational development activities
- Lead the validation processes for all genU Training products
- Lead the continuous improvement of the course areas of Disability, Mental Health, Aged Care, Community Services and Foundation Skills to ensure qualifications are industry current and engaging.

## **OH&S RESPONSIBILITIES**

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **SELECTION CRITERIA**

#### **Qualifications:**

Certificate IV in Training and Assessment (TAE40110 or TAE40116) or demonstrated experience in either VET (Vocational Education and Training), Digital Experience or Higher Education sector.

#### **Essential:**

- Experience in leading a team
- Experience in new product design and development
- High level problem solving skills using an innovative approach
- Experience in strategic planning within a cross-functional environment
- Strong commercial/business acumen to design sector-leading products
- High level interpersonal, consultative, written and oral communication skills and the ability to work autonomously
- Experience and proven ability to engage and build positive relationships with a range of stakeholders
- Strong data analysis, analytical and administrative skills
- Willingness to travel to genU Training sites as required

#### **Desirable:**

- A variety of tertiary qualifications and experience would be highly regarded in this role, including:
  - Product Management and/or Design
  - Adult/Vocational Education
  - Quality Systems
  - Customer Experience
- Experience in the use of Learning Management Systems (LMS)
- Experience in the use of development software eg. Articulate Storyline 360, Adobe Creative Cloud
- Experience in the creation of video content
- Demonstrated knowledge of audit and compliance processes within the VET sector
- Thorough knowledge of ASQA Standards for Continuing Registration
- Experience in developing and/or delivering accredited or non-accredited training modules

**CULTURAL FIT**

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce. genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.