

# Industry Engagement Manager



## Position Description

### Context

Skills Impact is a not-for-profit, industry-owned organisation that works across Australia to benchmark learning and skills standards for industry. Through our work, learners and workplaces have access to nationally consistent skills standards and qualifications, supporting greater employment opportunities and industry competitiveness.

We collaborate with industry, government and training providers, to review and develop vocational units of competency, skill sets and qualifications. Working with industry and government, we are able to track industry trends and document skills opportunities and challenges.

We are inspired everyday by those who volunteer their time and resources to inform our work. We recognise that they work in industries that are critical to Australia's prosperity, including Agriculture, Horticulture, Conservation & Land Management, Forest and Forest Products, Food, Beverage and Pharmaceutical Processing, Seafood, Meat, and Horse & Greyhound Racing industry sectors.

Skills Impact is contracted by the federal government to provide services for Industry Reference Committees. Everyday our team communicates with industry representatives, technical experts and training providers to ensure national qualifications reflect real work activities.

Skills Impact needs highly motivated people who: achieve results in an environment of shifting priorities and ambiguity; are skilled at working independently; build effective relationships with diverse stakeholders; manage multiple roles and diverse projects; see problem solving as an interesting challenge; and can generate innovative responses.

### Values, Vision, Mission & Strategy

Skills Impact is driven by its values, vision, mission and strategy, and expects all staff to embrace, exhibit and encourage our behaviours.

#### Our Values

- We will work with you in a way that is open, transparent, trustworthy, collaborative and respectful.
- We will always consider ways to be adaptable, flexible, inquisitive, dedicated, conscientious and accountable.

#### Our Vision and Mission

Skills Impact has a significant role in Australia's industry focused vocational skills and learning system; a system that is widely recognised for delivering excellence for learners and industry. We will:

- Be respected and valued by key industry stakeholders.
- Collaborate with all aspects of the skills and learning system to develop national skill standards.
- Hold an enduring expert role as a valuable and contracted partner with government and industry.

#### Strategic Pillars

- Key stakeholder support
- Be recognised as a leading skills standards' developer
- Part of the solution for a better VET system

## Role Purpose and Scope

Industry Engagement Managers work predominantly to help Skills Impact deliver outcomes under the Strategic Pillar of *Key stakeholder support*, while assisting to deliver outcomes under the other strategic pillars. The responsibilities of the role may shift to meet changing priorities but can be expected to include the following activities, as grouped under three broad roles:

- Undertake, analyse and communicate the results of Industry Engagement
- Deliver Industry Skills Forecasts and Training Package project proposals based on engagement outcomes, and provide services and reporting to support Training Package project delivery
- Provide high quality secretariat services to Industry Reference Committees

Industry Engagement Managers need to possess or rapidly develop specialist industry knowledge focused on industry structures, key organisations and people. They have responsibility for building strong and effective relationships with Skills Impact key stakeholders and other stakeholders relevant to our partner organisations and allocated industries.

Industry Engagement Managers must operate effectively within a complex stakeholder environment. It requires the ability to provide advice on training package development outcomes and processes based on a high level of understanding of the national training system. This includes its products, the collaborative relationships which underpin its functioning and the role of the key players, including industry, governments, regulators, providers and representatives of client groups.

Given the dynamic nature of industry and workplaces and therefore of the training system, Industry Engagement Managers need to be adaptable and responsive to change, able to manage competing and changing priorities and set their own work schedules to deliver outcomes.

Industry Engagement Managers operate with a high degree of autonomy in supporting allocated Industry Reference Committees and Skills Impact. They need to operate in multiple team environments, recognising when they lead and when they support the activities of others. They work closely with the Research Manager, guiding research design and defining data needs. They report and are accountable to the Executive Manager, Industry Engagement.

## Key Result Areas

### Industry engagement

- Develop and maintain a strong depth of knowledge and understanding for allocated industries
- Develop and maintain a strong depth of knowledge and understanding of job roles, skills needs and current or potential skills gaps in the allocated industries
- Gather and analyse industry intelligence and stories via meetings, conferences, research and other sources to inform the work of Industry Reference Committees
- Guide and monitor Skills Impact Key Stakeholder Engagement in line with the stakeholder engagement plan
- Build and maintain effective stakeholder relationships with other industry stakeholders
- Represent Industry Reference Committees and Skills Impact through presentations at meetings, workshops and conferences

### Skills Forecast and Training Package Related Project Delivery and Management

- Using information gathered through industry engagement and other sources, build, draft and present Skills Forecasts, project proposals and Cases for Change to the standards required by the Australian Industry and Skills Committee, the Industry Reference Committee and Skills Impact
- Document and describe industry workforce issues
- Gather, analyse and present industry-specific Vocational Education and Training intelligence and stories relevant to Skills Forecasts and other business activities
- Develop and maintain a strong depth of knowledge and understanding of the Vocational Education and Training sector and its operation in the allocated industries

- Work with Industry Skills Standards Specialists to develop project delivery plans and deliver outcomes, and to utilise industry connections to ensure industry-led consultative development processes are used, especially to support the establishment of working groups, and the success of public consultation and validation processes

### **Industry Reference Committee Secretariat Services**

- Undertake activities to support the Chair and other members to successfully deliver on their obligations and identified industry needs, within the Australian Industry and Skills Committee *Industry Reference Committee Operating Framework*
- Undertake all activities required to support the work and meetings of Industry Reference Committees, including the timely organisation of meetings, circulation of agendas, papers, minutes and communiqués and reports on Committee activities
- Develop, present, implement and maintain approved Industry Reference Committee work and stakeholder engagement plans
- Monitor and maintain the level of Industry Reference Committee satisfaction and assist the Chair to identify and resolve issues
- Work with the Industry Reference Committee (in particular the Chair) to monitor and maintain appropriate depth and breadth of industry representation on the Committee
- Identify, research and communicate on potential and current issues between stakeholders to ensure sufficient background information for Industry Reference Committees to make decisions on work outputs and priorities, and to assist in the successful delivery of project outcomes
- On behalf of and in conjunction with the Industry Reference Committee and Industry Skills Standards Specialists, design, establish and maintain relationships for a number of technical advisory committees and subject matter expert working groups

### **Other**

- Work collaboratively with Skills Impact team members, external consultants, and other stakeholders, including government departmental staff
- Assist in the development of submissions and presentations in relation to improvements in the vocational skills, learning, assessment and recognition systems
- Undertake other activities as required by Skills Impact within the context of their skills and experience

### **Performance and expectations**

Skills Impact has an employee performance framework which is tailored to attract, motivate and retain skilled employees in the specific circumstances applying to our roles. Skills Impact also aims to support employees to be able to work to their best abilities and to perform in the best interests of Skills Impact and its stakeholders.

All Industry Engagement Managers are expected to meet the requirements of this position description to be considered proficient. Skills Impact recognises that there will be a period in which staff members will need to adapt to and adopt the organisational culture and understand the nature of the working environment. There is an expectation that full proficiency will be achieved within a one- to three-year period.

### **Challenges**

Industry skill needs are rapidly changing as the world of work changes. Industry Engagement Managers need to navigate the rapidly changing environment and recognise areas in which Industry Reference Committees and Skills Impact can assist, as well as problems outside of Skills Impact and Committee operations.

Industry and vocational skills, learning, assessment and recognition sectors in Australia are areas of substantial investment of public funds and are in a constant state of challenge and change, as the systems continually move to attempt to deliver greater returns to the Australian community. There is a degree of uncertainty in the availability of work, contracts and projects. Skills Impact has a prominent reputation and will adapt to continue to provide high quality services to industry and vocational sectors. The nature of the work team members undertake may change to meet emerging government, industry and vocational sector requirements.

A key challenge to performing this role well is effective time management with a focus on priorities while being attentive and adaptive to a range of organisational needs, especially in building and maintaining relationships with Key Stakeholders. Attention to detail, quality service and timely, accurate communication and documentation are essential to the role. This role also requires a focus on working with the whole team in a cooperative and supportive environment.

The position requires travel to many parts of Australia.

## **Key Relationships**

### **Reports**

- The position reports to the Executive Manager – Industry Engagement
- There are no positions reporting to this position

### **Internal**

Skills Impact is a small organisation (approx. 25 – 30 employees and 20 plus contractors) and there will be a requirement for interaction with all members of the organisation, including the CEO

### **External**

- Department of Education, Skills and Employment and other government bodies
- Industry Reference Committees
- Technical Advisory Committees/Subject Matter Expert Working Groups
- Skills Impact Key Stakeholders and partner organisations
- Employers, Peak and Industry Associations, and employee organisations, including unions
- Other industry stakeholders

## Key Capabilities

<p><b>Stakeholder Focus</b> is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.</p> <p><b>Why is it important?</b> <i>Stakeholders are anyone (internal or external) on whom our work impacts. We need to manage their expectations, respond to their aspirations and use diverse views to shape our work and deliver our vision. It helps ensure Stakeholder satisfaction and advocacy.</i></p>	<ul style="list-style-type: none"> <li>• Understands diverse stakeholder needs and tailors team deliverables accordingly.</li> <li>• Acts as a role model to others, encouraging them to think of stakeholders first.</li> <li>• Manages stakeholder expectations, so they are high but realistic.</li> <li>• Removes barriers to understanding the needs of diverse stakeholders, including hard to reach groups.</li> <li>• Focuses own and team's efforts on delivering a quality and committed service.</li> </ul>
<p><b>Building and Managing Relationships</b> is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.</p> <p><b>Why is it important?</b> <i>Having good working relationships with colleagues and effective alliances with external partners will help create an organisation people want to work with, enabling more effective delivery of our strategic priorities.</i></p>	<ul style="list-style-type: none"> <li>• Actively engages partners and encourages others to build relationships that support Skills Impact mission.</li> <li>• Understands and recognises the contributions that staff at all levels make to delivering priorities.</li> <li>• Proactively manages partner relationships, preventing or resolving any conflict.</li> <li>• Adapts style to work effectively with partners, building consensus, trust and respect.</li> <li>• Delivers objectives by bringing together diverse stakeholders to work effectively in partnership.</li> </ul>
<p><b>Responsibility, Initiative and Self-Management</b> is being self-driven to effectively plan and organise work to achieve desired outcomes. Being proactive, remaining focused, taking action to overcome obstacles and follow through to completion.</p> <p><b>Why is it important?</b> <i>Taking ownership ensures quality outcomes are delivered without requiring others to drive the outcomes</i></p>	<ul style="list-style-type: none"> <li>• Discerns what is crucial from what is just urgent. Adjusts priorities as situations change and manages stakeholder impacts.</li> <li>• Implements quality measures to ensure output is of a high standard.</li> <li>• Balances quality of work with meeting deadlines. Identifies opportunities to be more efficient.</li> <li>• Makes accurate estimates of resource needs to achieve goals or complete projects.</li> <li>• Sees when analysis and discussion have served their purpose and moves to action.</li> <li>• Does not make excuses for errors or problems; acknowledges and corrects mistakes.</li> <li>• Responds to setbacks with renewed and increased efforts; is persistent in the face of difficulty.</li> <li>• Focuses time and effort on key tasks. Groups related tasks to be more efficient.</li> </ul>
<p><b>Teamwork</b> Individuals who display this capability show a genuine intention to work co-operatively with others in a team setting in order to achieve results and team goals</p> <p><b>Why is it important?</b> <i>Promotes cooperation and commitment within a team to achieve goals and deliverables.</i></p>	<ul style="list-style-type: none"> <li>• Promotes and supports team activities.</li> <li>• Knows and supports teammates' work and deliverables.</li> <li>• Demonstrates respect towards all other team members.</li> <li>• Participates effectively in group discussions and activities and encourages others to do the same.</li> <li>• Supports team values and decisions, and models expected behaviours.</li> </ul>

## Employment Conditions, Delegations and Responsibilities

<b>Employment Conditions</b>	
Employment Type	Full Time
Salary	Skills Impact Grade 4 (entry point approx. \$90,000pa, proficiency point approx. \$100,000pa) Candidates can be expected to be employed close to the entry point, unless other considerations apply
Superannuation	9.5% as per super guarantee
Leave Entitlements	National Employment Standards
<b>Delegations of Authority</b>	Nil
<b>Responsible for:</b>	
No. of Staff	Nil
Budget	Nil