

OPERATIONS MANAGER POSITION DESCRIPTION

Locations: Wangaratta and other sites where required
Position Full Time
Reports to: Chief Executive Officer

ABOUT US

1 Stop Driving School (1 Stop) became a Registered Training Organisation (RTO) in 2013(TOID 40729) with training centres in Bundalong, Wangaratta and Barmah in Northeast Victoria. As a Registered Training Organisation, 1 Stop has earned the reputation as a leader in the provision of flexible and innovative services. 1 Stop's goal is to provide students with a safe, fair and supported environment to participate in their training and assessment.

1 Stop takes pride in delivering, training and assessment in the fields of Civil Construction Plant Operations, Agriculture and Driving Operations and truck licencing. We believe that every individual matters and that everyone has the potential to learn new skills and knowledge. We strive to inspire confidence, belief, and value in vocational education for the individual, the employer, and the industry.

VALUES

1 Stop's core values are to:

- provide high quality flexible training to meet student and employer needs.
- to promote safety.
- be flexible.
- be fair.
- act with integrity and professionalism.
- be innovative.
- be honest, trustworthy and transparent.

ABOUT THE POSITION

The Operations Manager expected to work autonomously and be responsible for coordinating and executing day-to-day operations of the business, which includes but are not limited to:

- the supervision and management of staff, allocating tasks and resources as needed to efficiently and effectively run operations and heavy vehicle licence testing;
- managing the Wangaratta campus including the maintenance of the buildings, grounds, equipment, and facilities adhering to pertinent regulations.
- Enquiry management
- Liaising with Regulators (Vic Roads & WorkSafe)
- Client management
- Student engagement and support
- Completions reporting
- Room and asset bookings
- Performing organisational secretariat duties

KEY RESPONSIBILITIES

- Scheduling of heavy vehicle licence testing
- Promotion and scheduling of courses for corporate clients
- Managing and mentoring Trainers and assessors and office staff
- Monitoring truck and machinery maintenance schedules.
- Completing Vic Roads compliance obligations.
- Completing and submitting of Vic Roads weekly, monthly and quarterly reports.

- Managing the day to day operations of Wangaratta campus
- Keep abreast of changes within the transport and training industry including legislation.
- Participate in regular administration and trainers meetings.
- Liaising with WorkSafe in relation to High Risk courses.
- Liaising with Compliance Manager.
- Undertaking general office duties including but not limited to answering the phones and responding to emails.
- Liaising with other operational staff to monitor student / course activities.
- Other duties as directed by Chief Executive Officer.

SKILLS REQUIRED:

- Excellent customer services skills.
- Demonstrated ability to manage staff.
- Strong problem-solving abilities.
- Demonstrated high level organisational, planning and time management skills.
- High level of verbal, written and listening communication skills including interviewing, assessment, and planning skills.
- Ability to bring positivity to the workplace and team culture.
- Excellent organisation and time management skills.
- Ability to relate to people from a wide range of backgrounds in an empathetic manner.
- Highly developed written and oral communication skills.
- High level of attention to detail.
- Demonstrated skills in strategic planning, systems and operations development.
- Proficient in the use of Microsoft Suite particularly Word, Outlook and Excel processing and document creation

QUALIFICATIONS

- Must have a minimum of 3 years' experience as an Operations Manager
- Must be willing to gain a Certificate IV in Training and Assessment (TAE 40116)
- Must have a valid, current and clear Drivers Licence
- Must have a current or be able to obtain a Working with Children and Police Check

OCCUPATIONAL HEALTH AND SAFETY/WORK HEALTH SAFETY

We are committed to compliance with OH&S/WHS legislation and protecting the environment, health and safety of our employees, customers and communities in which we operate. To this extent, responsibility for OH&S/WHS rests with everyone. You and your employer agree there is a joint duty of care to co-operate regarding the provisions of the relevant legislation, as amended from time to time, and outlined in the policies and procedures for 1 Stop Driving School. Breaches of this policy, which endanger the health and safety of any person, may warrant disciplinary action, including the possibility of dismissal for serious misconduct.