



Position Description - National Training Operations Manager

Position Title:	National Training Operations Manager	Current as of:	Feb 2024
Level:	8	Direct Reports:	Training Network Coordinators
Reports To:	General Manager Education Services		
Key Relationships:	CEO, Regional Network Team, Fellowship Team, Medical Educators, Committee Representatives, Management, Staff, Internal and External Stakeholders, Practices and Supervisors	Location & Other Requirements:	Full time Flexible
Role Purpose:	<p>As National Training Operations Manager you will oversee the regional training operations in line with ACRRMs strategic plan, contractual obligations, and key performance indicators. You will provide direction and leadership for high quality planning, implementation, review and evaluation of training operations, process, and delegation to enhance Fellowship program outcomes in all regions.</p> <p>This includes contributing to a high-performing team, supporting staff to deliver member and community objectives and role modelling the behaviours that underpin a high-performance-focused culture.</p> <p>Your core responsibilities are listed below and include Strategic Partnerships, Operational Excellence and People Management. You are also responsible for providing robust, well researched and timely advice and support to the General Manager Education Services.</p>		
Core Areas of Responsibility:	<ul style="list-style-type: none"> • Strategic Partnerships • Operational Excellence • Governance and Risk • People Management • Financial Performance 	Role Specific Areas of Responsibility:	<ul style="list-style-type: none"> • Training Operations Management • Regional performance management • Regional program quality
Qualifications/ Skills/ Experience:	<p>Required:</p> <ul style="list-style-type: none"> • Successful track record of leading medium to large scale operational implementation and in a training and educational setting • Training and Education Program Management Experience • Leadership and Management Experience • High level stakeholder management skills <p>Highly Desirable:</p> <ul style="list-style-type: none"> • Experience and understanding of the medical education environment within a rural context. • Extensive experience designing and delivering professional development and practical 		

- education for registered and credentialed clinicians.
- Post graduate level clinical education development and operational implementation experience

Key Area of Responsibility	Measure of Success
<p>Training Operations Management</p> <p>Provide consistent leadership, management, and support to the Training Network Coordinators in the delivery and operational management of the Fellowship Training Program:</p> <ul style="list-style-type: none"> • Ensure internal relationships are developed and maintained to ensure regional teams are engaged, heard and their needs understood and acted upon where possible/practicable. • Maintain alignment with the college objectives and national structures and services. • Implement consistent application of policies, processes, and procedures. • Manage communication, consultation and feedback through regular meetings, forums, and workshops. <p>Ensure regional training program capacity and capability is developed and maintained to assure the delivery of quality regional education, training and support including:</p> <ul style="list-style-type: none"> • Partnership with the national education development and delivery teams to ensure regional education is delivered in line with the curriculum and education and training framework. • Management of risks to the regional structures support and delivery model • Management of recruitment, training and ongoing development and support for ACRRM regional staff • Collaboration with the state and national teams to implement improvements/innovations identified in survey feedback where appropriate and practical 	<ul style="list-style-type: none"> • Internal relationships are positive and respectful. • Regional teams can efficiently and effectively manage day to day operation. • Positive stakeholder satisfaction and trust in ACRRM • College policies, processes and procedures are consistently applied. • Effective communication, consultation and feedback is provided.
<p>Regional performance management</p> <p>Support and drive program delivery through strong planning and accountability through:</p> <ul style="list-style-type: none"> • Oversee regional training operations as they relate to key performance indicators and registrar progression and retention. • Oversee regional program delivery against the strategic and operational plans. • Management of regional delivery against operational targets and regional budgets. • Management of the national operations activities as they relate to training delivery and program performance. • Manage regional team outcomes against contractual obligations for the 	<ul style="list-style-type: none"> • KPIs are met for all regions as set by contractual obligations. • Regional teams understand reporting requirements. • Delivery is proactively managed against budgets

<p>delivery of training.</p> <ul style="list-style-type: none"> • Report and manage risks assessed against contractual arrangements. • Ensure internal stakeholders and service providers are informed and prepared to deliver on relevant KPIs and outcomes. • Ensure reporting is delivered accurately and on time on all regional program delivery. 	
<p>Regional program quality</p> <ul style="list-style-type: none"> • Oversee the delivery of consistent, comprehensive, effective, and sustainable training progress. • Ensure training operation activities and outcomes are conducted in compliance with relevant legislation, regulations, and company policies. • Ensure systems and processes are managed to report on and risk manage registrar progression and performance. • Work with the regional teams and oversee structures and delegations to appropriately monitor and plan timely intervention strategies where progression is at risk. • Review and manage program resource requirements. • Provide advice and guidance in the management of registrar distribution, allocation, and workloads across the training support teams in alignment with regional needs and business parameters. • Prepare reports as required by GM/ELT summarising, operational progress, and outcomes and evaluation. • Ensure stakeholders have confidence and trust in the training program. 	<ul style="list-style-type: none"> • Registrar and training post/supervisor feedback meets required standard. • Reporting is high quality and delivered on time.
<p>Regional Network Capability</p> <ul style="list-style-type: none"> • Establish a seamless, structured RG training pathway from medical school to Fellowship. • Embed ACRRM case management approach to ensure registrar are supported through the duration of their training. <p>Mentor team members and support them to:</p> <ul style="list-style-type: none"> • Support registrar placements in collaboration with ACRRM national operations. • Coordinate with RGCUs, universities, state/territory jurisdictions, RWAs, and PHNs • Develop local training capacity, in collaboration with practices, hospitals, ACCHSs, and retrieval services etc. • Establish local peer and professional networks within regions. • Ensure supervisors are supported and trained. 	<ul style="list-style-type: none"> • RG careers have facilitated pathway selection at multiple points along the medical school to Fellowship journey. • ACRRM registrars have a direct relationship with the College and strongly identify with the RG profession.
<p>Strategic Partnerships</p> <ul style="list-style-type: none"> • Builds and sustains relationships with a network of key roles internally and externally. • Effectively and proactively maintains current networks to ensure engagement plans are embedded in operations. 	<ul style="list-style-type: none"> • Key strategic relationships are in place to support future growth and sustainability. • Purpose and progress are maintained through relationships.

<ul style="list-style-type: none"> • Manage relationships to ensure stakeholders are engaged, have a voice and their needs are understood and acted upon where possible. • Recognises shared agendas and works towards mutually beneficial outcomes. • Understand and align stakeholder expectations and proactively resolve disputes. 	<ul style="list-style-type: none"> • Quality (feedback and accurate data) • Client and key stakeholder retention
<p>Operational Excellence</p> <ul style="list-style-type: none"> • Engages and collaborates with relevant stakeholders to seek feedback, enhance, and implement key operational processes that increase efficiencies and the quality of outcomes. • Establishes, enhances, communicates, and follows protocols to ensure an optimised experience for stakeholders. • Shows a commitment to client service through own actions and those of the business unit. • Proactively identify the needs of stakeholders and the College to look for innovative ways to meet these needs and develop business cases for the introduction of new initiatives where needed. • Remains abreast of industry best practices and look for opportunities to enhance user experiences, engagement or drive efficiencies. • Ensures Quality Assurance objectives are being adhered to across the team. • Seeks out and listens to feedback, share ideas and encourages team members and peers to constantly look for more efficient and effective ways of working. 	<ul style="list-style-type: none"> • Operational delivery to the required standard of excellence • Protocols succinctly communicated and all core processes documented. • Responds flexibly to changing demands and identifies opportunities and adjusts approach to respond to threats. • Engaged in learning and development as per individual development plan. • Quality Assurance maintained and applied. • Continuous Improvement demonstrated through sharing of knowledge/ideas and process improvement.
<p>Governance and Risk:</p> <ul style="list-style-type: none"> • Minimises any business exposure and risk through effective governance and regular and relevant reporting to the required standards. • Considers opportunities and anticipates risk. Applies lateral thinking and identifies innovative solutions. • Management of risk across the business unit to ensure compliance with all legislative, regulatory, and financial requirements, including: <ul style="list-style-type: none"> ○ Ensuring appropriate controls are in place. ○ Ensuring standards are met to protect the business against legislative risks. ○ Effective management of business disruptions • Manages the effective identification and tracking of risk across the business unit to ensure compliance with all legislative, regulatory, and financial requirements. • Manages and guides committees and councils, ensuring links between college and education measures 	<ul style="list-style-type: none"> • Minimal business disruptions and risk mitigation plans in place. • No instances of non-compliance • On time, relevant and accurate reporting • Risks minimised and resolutions or preventative measures in place. • The College committee structure is fully and appropriately utilised for all relevant activities.
<p>People Management</p> <ul style="list-style-type: none"> • Encourages and motivates people to engage in continuous learning and empowers them by delegating tasks. • Engages effectively with staff to understand their individual needs and to build skills and capabilities through people and culture initiatives. • Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views and how they benefit of the business unit. 	<ul style="list-style-type: none"> • Delivers constructive feedback and manages underperformance. • No unmanaged performance issues. • Performance & development reviews are delivered on time with all participants having meaningful development plans. • Engaged in continual

<ul style="list-style-type: none"> • Supports a culture of accountability by embedding performance metrics, goals and KPIs into the team. • Is a visible role model, fosters teamwork and resolves conflicts using appropriate strategies while displaying values and behaviours. • Ensures the departmental structure and roles are aligned with the strategic direction of the business. • Provides effective management of people issues and concerns including staff performance and professional behavioural standards. • Anticipates and resolves conflicts, including managing underperformance. 	<p>development for self and staff.</p> <ul style="list-style-type: none"> • People Strategies are implemented per agreed objectives. • Staff engagement • Staff retention including management and succession planning.
<p>Financial Performance</p> <ul style="list-style-type: none"> • Be accountable for the management of financial performance in line with approved budgets and other funding arrangements. • Contributes to the establishment of the annual budget and financial targets. • Reviews monthly business reports and contributes ideas to improve business performance based on results and forecasts 	<ul style="list-style-type: none"> • Revenue and net profit against target at a college and business unit level • External funding targets met. • Managing within budgets

ACRRM VALUES

VALUE	WHAT THIS MEANS FOR THE ROLE
We are visionary	We are optimists who believe we can make a positive difference for our members and to the lives and health of rural and remote people. We are innovative, imaginative and determined.
We are inclusive	We are an open and welcoming group of diverse individuals, unified by a common purpose. We respect, inspire and support each other.
We are courageous	We are prepared to speak out, challenge the status quo and embrace change. We are champions, supporters and guardians.
We are experts	We are specialists in our field. We work with skill, dedication and care. We take pride in our achievements.

LEADERSHIP BEHAVIOURS

BEHAVIOURS	WHAT THIS MEANS FOR THE ROLE
Building Capability	<ul style="list-style-type: none">▪ Empowers team through delegation of tasks.▪ Actively coach and mentor team members▪ Identify capability gaps within the team
Presence	<ul style="list-style-type: none">▪ Has a high level of confidence and is able to influence the team positively▪ Is able to communicate and engage with internal and external stakeholders in a professional manner.▪ Projects a professional, optimistic image
Focus	<ul style="list-style-type: none">▪ Responds flexibly to changing demands.▪ Are results orientated and outcome focused?▪ Drives continuous improvement through a solution focus
Critical Thinking	<ul style="list-style-type: none">▪ Demonstrate the ability to make quality judgments and decisions.▪ Evaluate issues from multiple perspectives prior to making a decision.▪ Engage others in critical decisions
Commercial	<ul style="list-style-type: none">▪ Identify and act on opportunities to benefit the College.▪ Understand the commercial impact of decisions.▪ Demonstrate financial acumen and the ability to build business cases
Unity	<ul style="list-style-type: none">▪ Actively support decisions made by the College.▪ Ensure there is no blame or excuses, be accountable.▪ Take responsibility of decisions and outcomes as a team