

## Position Description

<b>Job Title:</b>	Client and Program Manager
<b>Tenure:</b>	Fixed Term 12 month - negotiable Ongoing Contract
<b>Business Unit / Vertical:</b>	Directorate of Outdoor Education
<b>Business Entity:</b>	Victoria
<b>Reporting to:</b>	Manager: Clients and Delivery (Victoria)
<b>Number of Direct Reports:</b>	1
<b>Location:</b>	Melbourne, Victoria
<b>Date Prepared:</b>	Thursday, 21 January 2021

### Company Information

The Outdoor Education Group (OEG) is a for-purpose organisation, seeking to make learning outdoors accessible to all young Australians.

We help young Australians realise their personal best by creating experiences in the outdoors to grow their sense of self and the core skills that will help them navigate their future.

We help students grow; we help schools perform. We help parents enjoy more mature, independent children, helping young people become real world ready. From providing industry-leading pre-set courses to fully tailored, curriculum-integrated programs, we connect with schools across the country to bring education outdoors.

Founded in 1984, we employ 450+ diversely talented and experienced staff, and have our own training academy. OEG is part of a big and brilliant country, and our national presence provides extraordinary experiences for students in some of the world's most diverse and beautiful natural environments.

We need your help to deliver these experiences and impact these young Australians to help them become real world ready.

### Your opportunity

Working as a member of the Outdoor Education Entity, you will ensure smooth delivery and contract management of programs for a suite of Victorian schools.

As the **Client & Program Manager** you will oversee the delivery of programs and client relationships for schools to ensure our staff and customers are engaged with the Outdoor Education Group and the impact we make.

You will be the senior manager in the Victorian Clients and Delivery Team and will work proactively with a suite of client schools.

**OEG Core Values**

<p><b>Be pioneering.</b> We chart new ground by placing the outcome at the centre.</p>	<ul style="list-style-type: none"> <li>▪ Liaise with client schools to ensure on-ground delivery consistently meets expected delivery agreements</li> <li>▪ Implement real time changes (within program design framework and budget) required to meet program outcomes</li> </ul>
<p><b>Navigate the journey.</b> We are rigorous in our preparation and execution.</p>	<ul style="list-style-type: none"> <li>▪ Work with the client and as part of a delivery team to provide excellent program delivery through rigorous planning</li> </ul>
<p><b>Guide towards exceptional impact.</b> We empower each other and our customers through our powerful connection to the outdoors.</p>	<ul style="list-style-type: none"> <li>▪ Champion with the team and clients the significant magnificence of the cultural context and environment in which OEG work</li> </ul>
<p><b>Amplify the extraordinary.</b> Together we focus on the positive difference we make for the future.</p>	<ul style="list-style-type: none"> <li>▪ Provide inspirational leadership to the team to inspire them to delivery exceptional program delivery</li> </ul>
<p><b>Key Accountabilities</b></p>	
<p>Client Relationship</p>	<ul style="list-style-type: none"> <li>▪ Establish exceptional client relationships with all client schools.</li> <li>▪ Work with key stakeholders in each school to ensure successful delivery of programs.</li> <li>▪ Manage, respond and resolve issues with clients in order to maintain, develop and nurture excellent relationships.</li> </ul>
<p>Contract Management</p>	<ul style="list-style-type: none"> <li>▪ Ensure client schools receive agreed conditions in contract or negotiate similar suitable conditions.</li> <li>▪ Ensure programs are delivered within expenditure budget for each program.</li> </ul>
<p>Staff Management</p>	<ul style="list-style-type: none"> <li>▪ Manage the team staff members.</li> <li>▪ Ensure staff hours are to budget and that all timesheets are completed fully and timely.</li> <li>▪ Oversee the roster for staff to ensure that they receive proper rest and time for recuperation, in line with the budget and budgeted hours.</li> </ul>
<p>Program management</p>	<ul style="list-style-type: none"> <li>▪ Ensure the programs for each school are compliant with OEG policies and procedures.</li> <li>▪ Ensure programs are managed to meet the needs of the clients within the confines of the staff capabilities and the budget.</li> <li>▪ Work with internal stakeholders such as Risk, People and Culture, Outdoor Education to ensure successful delivery of programs.</li> </ul>
<p>Stakeholder management</p>	<ul style="list-style-type: none"> <li>▪ Manage all client stakeholders including schools, parents and students.</li> <li>▪ Manage a diverse group of external stakeholders including, third party providers and local services.</li> </ul>
<p>Budget management</p>	<ul style="list-style-type: none"> <li>▪ In collaboration with the Victorian Manager of Clients and Delivery manage the Victorian budget</li> </ul>
<p>Individual Development</p>	<ul style="list-style-type: none"> <li>▪ Drive your own individual development to help continuously build your knowledge, skills, and abilities and establish objectives that support both OEG's and your needs and goals (e.g. this may include an Individual Development Plan – IDP);</li> <li>▪ Proactively lead and drive your own development with your direct manager.</li> </ul>

Skills and Experience	
<ul style="list-style-type: none"> <li>• Demonstrated experience in client relationships and contract management</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated experience in overseeing programs of outdoor education, particularly working in a shared delivery model with indigenous or culturally diverse communities.</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated communication skills, both interpersonal and written and the ability to provide high level customer service.</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated experience in people management, budget management and roster management.</li> </ul>	
<ul style="list-style-type: none"> <li>• A collaborative working style, ability to work as part of a team and demonstrate a proactive approach to engaging internal and external stakeholders.</li> </ul>	
<ul style="list-style-type: none"> <li>• Displays flexibility and responsiveness and has the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.</li> </ul>	
Competencies	
Teamwork	<ul style="list-style-type: none"> <li>▪ Actively promotes teamwork to obtain common goals while encouraging individual contributions.</li> <li>▪ Willingness to share information</li> <li>▪ Able to work through conflict</li> <li>▪ Willingness to take responsibility for team actions</li> </ul>
Communication	<ul style="list-style-type: none"> <li>▪ Communicates effectively with stakeholders;</li> <li>▪ Ensures stakeholders have the information they need to make decisions;</li> <li>▪ Clearly states what is expected from others;</li> <li>▪ Clearly expresses thoughts and ideas; and</li> <li>▪ Maintains a constant flow of information.</li> </ul>
Decision Quality	<ul style="list-style-type: none"> <li>▪ Makes good decisions</li> <li>▪ Most solutions and suggestions turn out to be correct &amp; accurate when judged over time</li> <li>▪ Sought out for advice and solutions</li> <li>▪ Seeks various data points to inform business decisions</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Is resourceful when looking for ways to resolve an issue or source relevant data to understand the problem</li> <li>▪ Able to identify root causes</li> </ul>
Time Management	<ul style="list-style-type: none"> <li>▪ Manages own time effectively;</li> <li>▪ Plans, organises and controls multiple responsibilities and resources to achieve objectives;</li> <li>▪ Develops and is accountable for work plan, and ensures that assigned tasks and responsibilities are accomplished in a timely, cost-effective manner.</li> </ul>
Learning agility	<ul style="list-style-type: none"> <li>▪ Able to use previous experience to guide advice/action for new situations</li> <li>▪ Open to change</li> <li>▪ Strong curiosity and desire to learn</li> <li>▪ Willing to experiment and try different ways to find solutions</li> </ul>
Band and Level	
<ul style="list-style-type: none"> <li>▪ Band 6 Level 1 to 6</li> </ul>	

