

Job Title:	People and Operations Manager
Job No:	AA137
Dept/Business Unit:	Technical Training
Accountable to:	Technical Training Manager
Reporting to:	Technical Training Manager
Our Vision:	Creating aviation expertise and leadership
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The People and Operations Manager is responsible for the day-to-day supervision of all instructors and assessors across Aviation Australia's network (excluding the North Queensland and Northern Territory Regions), from a people perspective. This position will have an indirect reporting line to the People and Culture Manager and will play an active role in mentoring and coaching direct reports to support a high level of employee engagement and performance.

DUTIES

Key accountabilities of this role include:

- Lead the People and Culture (P&C) function for the Technical Training Division, playing a lead role in day-to-day supervising, coaching, mentoring and educating direct reports.
- Work closely with the People and Culture Manager to assist in delivering P&C strategies and initiatives to the Technical Training Division which are aligned to the organisation's strategic plan and operational priorities.
- Manage leave requests, timesheets, professional development and flexible work arrangements for direct reports to ensure compliance with People and Culture and Payroll policies, procedures and requirements.
- Conduct regular check-in meetings with direct reports and act as the first point of call for people related matters, ensuring these are escalated to the People and Culture team where required.
- Work closely with other leaders in the business ensuring effective communication and a consistent approach in focusing on and achieving initiatives.
- Provide input into the development and implementation of applicable P&C policies and procedures and provide guidance and advice to staff on issues related to compliance with these documents.
- Lead performance management processes for instructors and assessors including conducting periodic performance 1:1 goal conversations, conducting instructor appraisals for staff in consultation with relevant supervisors, and managing performance issues that arise in consultation with P&C.

- Assist the People and Culture team in the coordination of recruitment, onboarding and exit processes for Technical Training employees.
- In consultation with the Training Delivery Lead, assist with conducting classroom observations for Instructors to monitor interactions with students and performance.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The People and Operations Manager has the authority to:

- Educate, counsel and/or discipline staff in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Essential

- A Diploma or higher-level qualification in Human Resources, Business, Management or similar or equivalent level of operational experience.

Desirable

- A Certificate IV or Diploma in Aeroskills or the ability to obtain the competencies associated with these in a relevant trade stream.
- A Certificate IV in Training and Assessment or the ability to obtain the competencies associated with the Certificate IV, or a higher recognised qualification in teaching/training.

Experience

Essential

- Demonstrated experience in leading and supervising teams with a focus on effective communication and fostering positive employee engagement.
- Proven experience in the preparation of general and formal business documentation.

Desirable

- Demonstrated experience working in a role with Human Resources accountabilities.
- Experience in the vocational training sector, or in a training/learning and development environment.
- Experience working in the aviation or aerospace industry and/or an understanding of commercial aviation.
- Experience managing culturally diverse environments.

Knowledge and SkillsEssential

- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Demonstrated ability to exercise effective leadership, including mentoring, initiating action, providing direction and setting appropriate goals and standards of operational and safety behaviour.
- Sound knowledge and understanding of Human Resources practices and methodologies.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain a high level of confidentiality.
- Strong administrative and organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Personal QualitiesEssential

- Enthusiastic and motivated approach to work.
- Ability to foster an engaging and inclusive work environment and build and maintain a strong rapport with staff.

- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Ability and willingness to address performance or behavioural issues by having challenging conversations to ensure a safe working environment for everyone.
- Ability to work both independently and within a flexible team environment.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

JOB DESCRIPTION AGREED

Employee Name: _____ Date: _____

Signature: _____