

POSITION PROFILE

Position Title:	Head of NIDA Corporate	Classification:	ESA, General Staff Level 9+ 120-135k + superannuation 10.5%
Organisation Unit:	Commercial Development	Date Effective:	July 2022
Employment Term:	3 Year Contract		

OBJECTIVE

The Head of NIDA Corporate leads the team responsible for delivering a suite of practical skills-based training courses in communication, presentation and leadership for individuals and businesses in the public and private sectors. A key member of the public programs team, the Head of NIDA Corporate oversees the development and delivery of courses and seeks new opportunities to reinforce NIDA's position as Australia's leading provider of dramatic arts education and training. The role is also responsible for the commercial competitiveness, sustainability, and the financial performance of all NIDA Corporate programs.

This position will report directly to the Director Commercial Development and have a dotted reporting line to the CFO and CEO.

KEY ACCOUNTABILITIES

- Lead the NIDA Corporate team and ensure high quality delivery and consistency of courses across a diverse national portfolio of public programs while maximising sales and profitability.
 - Manage the planning, development, and delivery of NIDA Corporate courses for business professionals and community clients in Sydney, Melbourne, and at other sites as required.
 - Work with the senior leadership team to ensure commercial competitiveness and viability of all programs by monitoring revenue, expenses, and surpluses to maintain profitability and margins.
 - Identify and pursue business development opportunities with existing and new clients, events, and activities.
 - Develop and manage the implementation of a casual tutor recruitment, quality assurance and professional development strategy.
 - Work with Marketing and Communications team to ensure campaign tone of voice reflects course and programming directions.
 - Maximise effective working relationships across NIDA departments and key stakeholders including Head of New Business -Online; NIDA Open; Marketing and Communications; Learning and Innovation; IT; Finance; NIDA Theatres; and Facilities teams.
 - Oversee the use of IT and Finance systems that support NIDA Corporate course management to ensure they are used effectively.
 - Monitor formal and informal student, client, and tutor feedback, report on the tutor and student experiences with recommendations for improvements.
 - Oversee Corporate team HR responsibilities; maintaining a positive, clear, empowered, and effective working environment, ensuring staff can achieve their role objectives and fulfil organisational aims and values.
- Undertake other relevant duties as required by your manager or their delegate.
 - Adhere to all WHS requirements of the organisation and relevant associated legislation.

KEY PROFESSIONAL RELATIONSHIPS

Reports to:	Director Commercial Development, (dotted reporting line to CFO and CEO)
Supervises:	Team of NIDA Corporate Course Managers in Sydney and Melbourne, Business Manager
Internal:	Teams of Commercial Development, Learning and Innovation, Marketing and Communications, NIDA Theatres, Facilities, tutors, other NIDA staff
External:	Clients, prospective clients, professional networks, conference organisers

SELECTION CRITERIA

Essential:

- Relevant tertiary qualifications and/or extensive experience with proven management expertise.
- Demonstrated understanding of the corporate training landscape and ability to develop and implement a diverse portfolio of highly participatory education programs for a variety of markets.
- Highly developed business management skills including the ability to review existing systems and processes and implement change to improve operational efficiency and financial performance.
- Substantial sales experience with a proven track record of increasing revenue and generating new business opportunities.
- An understanding of financial and budget management including sales reporting and cost control management.
- Highly developed team management and interpersonal skills with the ability to influence, coach, motivate and create a positive working environment.
- Strong communication skills including experience in presenting to internal and external stakeholders and media.
- Demonstrated willingness to embrace organisational change including use of modern technology and an ability to analyse and problem solve in the context of change and continuous improvement.
- An entrepreneurial growth mindset, with the agile to seek new opportunities and markets and to develop scalable course offerings.

Desirable:

- Experience using CRM software, and online course management and reporting systems.
- NIDA has an electronic records management system in place to preserve corporate knowledge. As a result, experience in using electronic records management systems (Content Manager) or willingness to do so is important.

CONTINUOUS REVIEW

This Position Profile will be reviewed and updated on a regular basis to reflect changes in the requirements of the position.