



www.oeg.net.au

POSITION TITLE: Head of Field Staff (Vic)

REPORTS TO: Director of Teaching and Learning (Vic)

ROLES REPORTING TO THIS ONE: The Victorian Field Staff:

- Senior Group Leaders (5 staff)
- Group Leaders (40-60 staff both permanent and seasonal appointments)
- Group Leader Trainees (5-15 staff)

DATE LAST EDITED: Updated July 2010 Kara de Lucey

SIGNED OFF/DATE

ROLE SUMMARY

The HoFS is responsible for the strategic and operational management of the Field Staff team. The role exists to ensure quantity, quality, development and consistency of the staff who deliver OEG programs in the field.

The HoFS is responsible for:

- Leadership and management of the Field Staff in order to deliver the required educational outcomes of programs, to a high standard and within budget. This includes:
 - o Ensuring staff receive ongoing opportunities for feedback and mentoring (*approx 40% of workload*).
 - o Management of a long term staffing strategy that identifies the number of staff and skills sets required (*approx 20% of workload*).
 - o Ensuring staff have appropriate qualifications and/or training for the field roles they are fulfilling (*approx 10% of workload*).
 - o Creating and managing policy and budgets for the Field Staff (*approx 5% of workload*).
 - o Ensuring OEG policies and procedures, as they relate to the Field Staff, are being followed (*approx 5% of workload*).
- Maintaining an operational understanding of the organisation including the impact upon and relationships involving the Field Staff (*approx 10% of workload*).
- Maintaining an awareness of the 'situation and future' for OEG, including but not limited to our: mission, vision, values, financial capacity, clients, strategic plan and operating realities (*approx 10% of workload*).

KEY RELATIONSHIPS

Field Staff	Delivery of day to day programming.
Head of Field Staff NSW	Leadership and Management of the NSW Field Staff.
Roster Coordinators	Long and short term rostering. Assistance with the development and implementation of workforce planning strategies.
Staff Development Facilitator	Coaching and mentoring of Field Staff.
Head of Human Resources	OEG employment strategy, recruitment and employment relations.
Head of Field Training	Training strategy and programs to meet the needs of the organisation and Field Staff.

ROLE BOUNDARIES /FREEDOM TO ACT (DECISION MAKING & PROBLEM SOLVING)

This position:

Has authority to set up and improve administrative processes to ensure tasks run smoothly.

Is accountable for the recruitment, retention, performance management and termination of Field Staff and has the authority to implement these within the parameters of the Certified Agreements, in consultation with the Head of Human Resources.

Is the main driver of and is accountable for projection of Field Staff needs and workforce planning.

Is accountable for determining salary levels of Field Staff within OEG guidelines and has authority to spend, within the Field Staff recurrent budgets, as required.

Has full autonomy to make operational decisions to deliver OEG strategic directions and positive cultural changes relating to the Field Staff team.

Is required to analyse and resolve significant trends as well as staffing matters in relation to calendaring or contracting issues, or any critical incidents that are referred through feedback.

Is required to develop and implement strategies to achieve Organisational Objectives and Directorate Plans relating to the Field Staff Team.

CRITICAL SUCCESS FACTORS/CHALLENGES

Be able to inspire, lead and manage a team of staff to achieve agreed outcomes and drive cultural change.

Be able to effectively manage and work on a strategic level in a highly complex environment.

Be able to create first class delivery in his/her area and be totally responsible for this.

Promote effective communication between individuals, departments and team leaders.

DESIRED KNOWLEDGE/EXPERIENCE REQUIREMENTS

Minimum five years (desired 8-10) outdoor education experience.

Tertiary qualification in education.

Technical qualifications in outdoor pursuits including wilderness first aid.

Basic financial management skills and experience.

Experience in leading and managing staff.

Strong people management, interpersonal and communication/presentation skills.

Strong organisational and time management skills.

Strong strategic thinking and implementation skills.

Demonstrated understanding and commitment to customer service.

Demonstrated skills to effect change and develop creative results.

Proficient computing skills, including Excel and Word.

Current working with children checks (mandatory requirement).