



Aboriginal Health Council of South Australia Ltd.

Position: Manager, RTO Operations

Work Group: Workforce and RTO

Reports to: General Manager, Workforce and RTO

Classification Code: ACHSA level 7

Employment status: Full-Time, ongoing

Contract Period: Two Years

Approval: Date:.....

Executive Board Aboriginal Health Council of SA Ltd.

JOB SPECIFICATION

1. Organisational overview

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

AHCSA delivers nationally accredited training and has been registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO) since 2004 (RTO 40142). AHCSA prides itself on providing a comfortable learning environment reflective of the organisation's cultural values and connections.

2. Summary of the broad purpose and characteristics of the position

The Manager, RTO Operations provides strategic leadership and oversight of AHCSA's RTO governance, compliance, quality assurance, administration, business systems and operational performance. The role ensures the RTO maintains regulatory integrity, audit readiness, data accuracy, funding compliance and operational efficiency, enabling high-quality, culturally safe education delivery and learner support. All operational functions are delivered in ways that are respectful of Aboriginal community values and aligned with the principles of Aboriginal Community-Controlled Health.

The position leads the RTO's operational functions, including regulatory compliance, accreditation, quality assurance, risk management, funding administration, reporting, data governance, business systems, operational planning and continuous improvement. It ensures operational practices uphold AHCSA's commitment to Aboriginal self-determination, cultural safety, community engagement and workforce development, while meeting all legislative and regulatory requirements.

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Operating with a high level of autonomy, the role leads a multidisciplinary operations team and works in close partnership with the Manager, Clinical Education & Student Experience to ensure educational delivery is supported by robust governance, reliable systems and high-quality operational processes.

The position contributes to strategic planning, organisational performance and continuous improvement by providing accurate reporting, business intelligence and operational advice that supports informed decision-making across the RTO.

3. Organisational relationships and extent of authority

The Manager, RTO Operations reports to the General Manager, Workforce and RTO and operates with a high level of autonomy and delegated authority in managing the operational, governance and compliance functions of the Registered Training Organisation. The role ensures all operational systems, policies and procedures are culturally safe, respectful of Aboriginal community values and aligned with Aboriginal Community-Controlled Health principles

The position provides strategic leadership to staff responsible for student administration, quality assurance, compliance, data and reporting, funding administration and business operations. It holds responsibility for developing, approving and overseeing operational policies, procedures and work instructions that ensure regulatory compliance, operational efficiency and organisational consistency

It works collaboratively with the Manager, Clinical Education & Student Experience to ensure operational systems effectively support education delivery, learner experience and assessment quality, while maintaining compliance with regulatory requirements. It provides expert advice to AHCSA leadership on governance, compliance risks, operational performance, funding obligations and business improvement priorities.

The position maintains productive relationships with regulatory authorities, funding agencies, Member Services, education providers and external stakeholders to support efficient RTO operations and ensure alignment with sector expectations. The role exercises advanced professional judgement in operational management, compliance and risk mitigation, business improvement, ensuring decisions are informed by **Aboriginal cultural protocols, community perspectives and culturally safe organisational practice**.

This position holds financial and human resource delegations as determined under the AHCSA Delegations Framework.

4. Special conditions

- Current National Police Certificate.
- Current Driver's Licence.
- Ability to travel throughout South Australia, including overnight travel.
- Out-of-hours work may occasionally be required.

5. Statement of Key Responsibilities

The Manager, RTO Operations is responsible for:

Operational Leadership: *Leading the operational management of the Registered Training Organisation to ensure efficient, sustainable and high-quality service delivery by:*

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- Leading the day-to-day business operations of the RTO in ways that uphold cultural safety, respect for Aboriginal communities and ACCH sector values
- Developing, reviewing and overseeing operational plans, policies, procedures and work instructions that support effective service delivery, cultural safe practice, and compliance.
- Ensuring operational resources, systems and processes support the delivery of accredited training and are culturally responsive to education delivery and learner support.
- Monitoring operational performance and identifying opportunities to improve efficiency and effectiveness.
- Providing operational advice to the General Manager and RTO leadership team.
- Leading the development and implementation of operational policies, frameworks and business practices that support sustainable RTO performance.
- Supporting strategic planning of organisational improvement initiatives and implementation across the RTO.

Governance, Compliance and Quality Assurance: *Leading governance and quality systems that ensure the RTO meets all regulatory, contractual obligations and culturally safe governance by:*

- Leading compliance with the Standards for Registered Training Organisations (RTOs) and other relevant legislative, regulatory and funding requirements.
- Overseeing accreditation, registration and audit activities.
- Developing and maintaining governance frameworks, policies and operational procedures and audit documentation.
- Developing governance frameworks and compliance policies that embed cultural safety, Aboriginal leadership and community accountability.
- Leading organisational responses to emerging regulatory changes and compliance risks.
- Monitor organisational compliance performance and recommend strategic improvement priorities.
- Coordinating internal audit programs and regulatory readiness activities.
- Monitoring compliance risks and implementing corrective actions where required.
- Providing expert advice regarding regulatory requirements and organisational obligations.
- Ensuring continuous quality improvement systems are embedded across RTO operations.

Student Administration and Business Operations: *Leading efficient business operations that support learners, educators and organisational performance by:*

- Overseeing student administration, enrolment and records management functions ensuring they are culturally safe, respectful and responsive to the needs of Aboriginal learners.
- Ensuring accurate management of learner documentation throughout the student lifecycle.
- Managing operational workflows that support education delivery.
- Ensuring administrative workflows support culturally grounded learner engagement and wellbeing.
- Monitoring operational service standards and administrative performance.
- Ensuring learner information is managed in accordance with legislative and privacy requirements.
- Developing and maintain procedures and work instructions for student administration and operational workflows
- Supporting implementation of new operational processes and technologies.



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Data, Reporting and Funding Management: *Providing accurate reporting and business intelligence that supports compliance and informed organisational decision-making by:*

- Overseeing AVETMISS reporting and other statutory reporting requirements.
- Monitoring funding agreements and contractual performance obligations.
- Ensuring timely submission of regulatory, contractual and organisational reports.
- Monitoring student activity, funding utilisation and organisational performance.
- Developing operational performance reports and executive dashboards to support executive decision-making.
- Monitoring organisational performance trends and identify opportunities to strengthen efficiency, sustainability and growth.
- Providing analysis and insights to support planning, resource allocation and continuous improvement.
- Ensuring organisational data is accurate, secure and appropriately governed.
- Ensuring data governance practices respect **Aboriginal data sovereignty principles**, community ownership and ethical use of learner information.

Systems and Digital Capability: *Ensuring business systems effectively support the operation of the RTO by:*

- Leading implementation and continuous improvement of student management systems, Learning Management Systems, LogicQ and operational technologies.
- Monitoring system performance, functionality and user experience.
- Supporting integration of digital technologies that improve operational efficiency.
- Ensuring data integrity across operational systems.
- Identifying opportunities to automate and streamline administrative processes.
- Working collaboratively with corporate services and technology providers to optimise system performance.
- Ensuring digital systems support culturally safe learner engagement and reflect the needs of Aboriginal communities and Member Services.
- Embedding cultural safety considerations into system design, workflow development and digital process improvements.

Risk Management and Continuous Improvement: *Strengthening organisational performance through effective governance, risk management and continuous improvement by:*

- Develop, review and maintain operational risk registers and monitoring emerging risks.
- Leading organisational responses to audit findings and compliance reviews.
- Monitoring implementation of continuous improvement initiatives.
- Developing, reviewing and maintaining operational policies, procedures and business documentation.
- Promoting a culture of quality, accountability and continuous improvement.
- Supporting organisational planning, evaluation and performance monitoring activities.



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People Leadership: *Developing and leading a high-performing operational team by:*

- Fostering a workplace culture that values Aboriginal leadership, cultural knowledge and community connection.
- Providing leadership, coaching and supervision to operational staff in a culturally safe, respectful and inclusive manner.
- Establishing clear expectations and accountability for performance.
- Supporting capability development and professional learning.
- Promoting collaboration across education and operational functions.
- Managing workforce planning, recruitment and performance development.
- Fostering a positive, culturally safe and inclusive workplace culture.

REQUIREMENTS OF THE POSITION

6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

CAPABILITY AREA	DESCRIPTORS
core capability PERSONAL ATTRIBUTES	
<i>Cultural Respect and Inclusiveness</i> Engage stakeholders inclusively, respecting Aboriginal cultural values and diverse community insights to guide actions.	• Create opportunities to improve knowledge of teams in diversity and inclusion. • Integrate cultural respect into all professional practice. • Tailor approaches to align with the cultural preferences of Aboriginal people and communities. • Identify and address culturally insensitive practices.
core capability ENABLING DELIVERY	
<i>Accountability for Results</i> Take responsibility for actions to achieve high-quality results through a commitment to excellence.	• Take ownership of actions and decisions, setting a positive example for team members. • Direct team efforts to ensure desired outcomes are achieved. • Determine how outcomes will be measured and share how overall success is defined. • Create opportunities to enhance the achievement of organisational objectives.



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	Identify and remove barriers to achieving outcomes.
<i>Working Collaboratively</i> Collaborate with others and value their contribution .	- Encourage a culture that recognises the value of collaboration. - Build a supportive and cooperative team environment - Recognise outcomes achieved through effective collaboration between and within teams. - Facilitate opportunities to engage and collaborate with stakeholders. - Encourage others to use appropriate collaboration approaches and tools.
core capability PEOPLE LEADERSHIP	
<i>Manage and Develop People</i> Engage and motivate staff and develop capability and potential.	- Define roles and responsibilities to achieve better business outcomes. - Recognise talent and develop team capability. - Mentor staff and encourage professional development and continuous learning. - Prioritise addressing and resolving performance issues. - Implement performance development frameworks to align workforce capability with the organisation's objectives.
technical capability EDUCATION, TRAINING & WORKFORCE DEVELOPMENT	
<i>Systems and Compliance</i> Ensure adherence to Vocational education and training (VET) standards, relevant legislation, and organisational policies in training and assessment practices.	- Ensure team compliance with VET standards, and relevant legislation and regulations. - Build sustainable relationships with key stakeholders to improve teaching and assessment practice and build practitioner capability. - Provide leadership about training packages and accredited courses, and guide implementation. - Review and create policies to guide practice and ensure compliance; ensure team members keep up-to-date records of learner progress and outcomes.

6.2. Experience

- Extensive experience managing business operations within a Registered Training Organisation or similarly regulated environment.
- Strong understanding of Aboriginal Community-Controlled Health principles, cultural protocols, community governance and culturally safe organisational practice.
- Demonstrated experience leading regulatory compliance, governance and quality assurance activities.
- Experience managing student administration and business systems.
- Experience overseeing statutory reporting, funding administration and data management.
- Experience leading organisational improvement and business transformation initiatives.



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- Experience managing multidisciplinary operational teams.
- Demonstrated experience providing strategic operational advice to senior leaders.

6.3. Educational/Vocational Qualifications

- Relevant tertiary qualification in Business, Management, Information Management, Education or another relevant discipline.
- Demonstrated understanding of the Australian vocational education and training sector and applicable regulatory requirements.
- Certificate IV in Training and Assessment (or the ability to obtain) would be advantageous where required for operational oversight.

7. Desirable Skills, Knowledge, Experience, Qualifications and/or Training

7.1. Experience

- Experience working within the Aboriginal Community Controlled Health sector.
- Experience managing skilled or comparable student management systems and learning management systems .
- Experience with AVETMISS reporting, government funding contracts and performance reporting.
- Experience supporting ASQA audits and regulatory reviews.
- Experience implementing digital systems and business process improvement initiatives.

7.2. Educational/Vocational Qualifications

- Postgraduate qualification in Business Administration, Leadership or Governance.
- Qualification in Project Management, Quality Management or Data Analytics.

Acknowledged by Occupant

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Print name Signature Date

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