

## Position Description

<b>Job Title:</b>	Client and Course Coordinator (Fixed Term Contract)
<b>Tenure:</b>	Fixed Term Contract May – November 2022
<b>Business Unit / Vertical:</b>	Outdoor Education
<b>Business Entity:</b>	Emerging Markets
<b>Reporting to:</b>	Regional and Business Development Manager – SA & NT
<b>Key Stakeholders:</b>	Caulfield Grammar School (CGS); Gundjehmi Aboriginal Corporation (GAC); Operations; Outdoor Education
<b>Number of Direct Reports:</b>	2-3
<b>Location:</b>	Northern Territory
<b>Date Prepared:</b>	19/01/2022

### 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 team, you will ensure smooth delivery and contract management of programs in the Northern Territory.

As the **Client & Course Coordinator for the Northern Territory** you will take primary responsibility for the day-to-day course coordination of contracted programs, ensuring program delivery meets OEG and client expectations. In conjunction with remotely-based CPMs you will coordinate client relationships for visiting schools to the Territory as well as local client schools to ensure our staff and customers are engaged with the Outdoor Education Group and the impact we make.

Delivering experiences, communicating with a wide range of key stakeholders, this role holds challenge engagement, excitement, and growth.

You will be a liaison between stakeholders involved in program delivery, with support from the Regional and BD Manager SA/NT

## 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>▪ Work with interstate-based CPMs to assist in the delivery of non-Caulfield Grammar programs.</li> <li>▪ Coordinate real time changes (within program design framework and budget) required to meet program outcomes</li> <li>▪ Lead, train, coach and mentor on-site field team.</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> <li>▪ With the Regional and BD Manager SA/NT own the relationship and scope of the programs ensuring contract conditions are delivered.</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 we work in the Northern Territory.</li> <li>▪ Manage the small field team, ensuring you identify professional development opportunities and most importantly monitor the physical and mental wellbeing of them.</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 leadership to the team to inspire them to delivery exceptional program delivery</li> <li>▪ Work with the team, internal and school stakeholders to ensure successful delivery of programs.</li> </ul>
<p><b>Key Accountabilities</b></p>	
<p>Client Coordination</p>	<ul style="list-style-type: none"> <li>▪ Maintain exceptional client relationships with all visiting schools, particularly with Caulfield Grammar School.</li> <li>▪ Set weekly meetings with CGS school coordinators onsite at Jabiru.</li> <li>▪ Ensure the programs for each school are compliant with OEG policies and procedures.</li> <li>▪ Work with key stakeholders in each school and OEG to ensure successful delivery of programs.</li> <li>▪ Respond to and resolve issues with clients to maintain, develop and nurture excellent relationships as it relates to the Course Coordination role.</li> </ul>
<p>Program Delivery</p>	<ul style="list-style-type: none"> <li>▪ A core part of the role, you will be coordinating delivery of the programs, working very closely with the school staff onsite.</li> <li>▪ Ensure delivery of operational and logistical aspects of program meet expectations</li> <li>▪ Programs are delivered within the financial parameters as detailed in the contract and the costs do not exceed costs allocated to the program.</li> </ul>
<p>Staff Management</p>	<ul style="list-style-type: none"> <li>▪ Manage the Outdoor Educators allocated to Caulfield programs.</li> <li>▪ Ensure staff hours are to budget and that all timesheets are completed fully and timely.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Oversee the roster for staff in NT to ensure that they receive proper rest and time for recuperation, in line with the budget and budgeted hours.</li> </ul>
Stakeholder management	<ul style="list-style-type: none"> <li>▪ Aid the RM/BDM SA &amp; NT to help manage a diverse group of stakeholders inside the Territory, including Government Departments, GAC, other similar Corporations, third party providers and local services.</li> </ul>
Wellness Health & Safety	<ul style="list-style-type: none"> <li>▪ Follow safe work procedures and instructions.</li> <li>▪ Comply with WHS legislation.</li> <li>▪ Take reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct.</li> <li>▪ Ensure that any hazardous conditions, near misses and injuries are reported immediately to your leader and / or P&amp;C representative.</li> <li>▪ Participate in meetings, training and other health, safety and environment activities, as required.</li> <li>▪ Not willfully place at risk the health or safety of any person in the workplace</li> </ul>
Individual Development	<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>
<b>Skills and Experience</b>	
<ul style="list-style-type: none"> <li>• Exceptional ability to remain self-motivated and work in a very autonomous, remote environment.</li> </ul>	
<ul style="list-style-type: none"> <li>• Proven skills building strong and collaborative relationships.</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated experience in coordination of programs of outdoor education, particularly working in a shared delivery model with schools and/or other stakeholders.</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>• Flexible, adaptable, and creative, able to problem solve and think constructively with a solution focussed mindset in a dynamic and challenging environment</li> </ul>	
<b>Competencies</b>	
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> </ul>

	<ul style="list-style-type: none"> <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>▪ Seeks out 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>▪ Must be resourceful when looking for ways to resolve an issue or source relevant data to understand the problem.</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 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>