

ROLE DESCRIPTION



Educational Delivery Manager

	Region: Gold Coast		Closing date: 4:00pm, Friday, 25 September 2026.
	Business Unit: Education & Training		For further information, please contact: Contact name: Carla Tuckey Role: Director of Faculty Email: Carla.Tuckey@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO7 Salary: \$139,061 - \$148,925 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary full-time		Winner of Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-935	 Veteran Employment Supporter	

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Educational Delivery Manager, you will:

- Be responsible for collaborative planning, coordination, formulation and implementation of strategic and operational initiatives to ensure the highest standard of student learning and client service are realised in educational programs and services provided by Faculty.
- Lead the development and review of decision-making processes that support the achievement of positive student and educational program outcomes.

- Provide leadership in the areas of teaching and learning, professional development and course development and will ensure the promotion and practice of excellence in all areas of the Faculty.
- Actively contribute to policy formation and planning whilst encouraging continuous improvement and quality in teaching and learning.

This position reports to the relevant Director of Faculty

Key responsibilities

- Provide course expertise and support to educators and staff, including performance management processes, induction, professional development, staff development plans, individual and team performance, and staff recognition.
- Provide leadership, strategic direction, and operational management of a multi-disciplinary team, including:
 - the development and review of educational planning programs to meet the educational objectives of the region and industry;
 - the management of educational issues, including client and student feedback, program evaluations, and misconduct;
 - assisting with educational budget planning and course costing activities, and managing educational expenditure and revenue to ensure the achievement of targets and profitability, while optimising the region's revenue-earning potential;
 - actively contributing to Faculty-specific projects; and
 - overseeing the maintenance of educational documents and the associated administrative support provided to teaching staff for EdDocs creation.
- Utilise highly developed skills and experience to liaise with education institutions, industry, business, professional bodies, and the community to monitor trends and directions, ensuring educational programs meet the needs of business and the community.
- Manage the quality of program development using established multi-disciplinary professional standards, and provide advice to staff to ensure compliance with, and continual improvement of, contractual and legislative requirements, course registration requirements, and industry standards.
- Utilise well-developed negotiation, communication, and conflict management skills to work collaboratively with senior management and internal and external stakeholders to ensure the effective implementation of business planning and improvement strategies that enhance business performance and growth.
- Manage the development, implementation, and ongoing review of key educational initiatives aimed at enhancing the student experience and fostering a strong identity and sense of community among students, supporting student engagement and retention.
- Continuously promote new ways to improve efficiency, reduce costs, and enhance outcomes.
- Provide effective leadership in relation to individual and team performance, and the achievement of future goals.
- Develop and maintain effective working relationships with key stakeholders, ensuring regular communication and active engagement with industry, business, and the community.
- Model and actively promote an ethical and safe work environment that supports a culture of zero harm and best practice in health, safety, wellbeing, and sustainability.
- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Showing Initiative, Working Together, Focusing on our Customer and Taking Responsibility.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Demonstrated ability to lead and manage the strategic direction of vocational education delivery, including the development and/or review of vocational education and training courses relevant to the Faculty.

2. Demonstrated ability to provide strategic and operational leadership of a multi-disciplinary educational team, including the management of complex service delivery, resource allocation, human resource management, and the effective utilisation of information systems to support service outcomes.
3. Demonstrated high-level knowledge, expertise, and skills to provide professional development and mentoring to a multi-disciplinary educational team, and to model exemplary professional practice as an educator.
4. Demonstrated highly developed interpersonal and communication skills, including the ability to effectively liaise, consult, and negotiate with a diverse range of internal and external stakeholders.
5. Demonstrated ability to foster creativity, innovation, and entrepreneurship, with the initiative, adaptability, and resilience to thrive in a dynamic, challenging, and evolving environment.

About you

There are no mandatory qualifications or requirements for this role. However, demonstrated experience in a similar role in a vocational education setting and a Certificate IV in Training and Assessment or qualifications within Education, Business or Management would be highly regarded.

How to apply



Applications must be submitted via [TAFE Queensland's recruitment portal](#).

To apply for this role, please provide the following:

- a detailed resume
- a cover letter (maximum 2 pages) that outlines your experience and skills in response to the 'How you will be assessed' criteria
- the contact details for two referees (one of whom is your current supervisor)



For more information,

- check out our [Applicant Information Guide](#)
- or visit [TAFE Queensland's website](#).

Additional information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.