



NATIONAL RTO MANAGER

JOB & PERSON SPECIFICATION

JULY 2025



JOB SPECIFICATION

POSITION: NATIONAL RTO MANAGER

REPORTS TO: CHIEF EXECUTIVE OFFICER

As the head of MADEC Australia's RTO, you will drive strategic initiatives and oversee day-to-day educational operations within the VET sector. You'll lead a dedicated team of education advisors, assessors and support staff to ensure students receive an exceptional learning experience that meets industry and regulatory standards.

This role requires a strong leader who can balance big-picture planning with detailed operational oversight. As a member of MADEC's Senior Leadership Team, you'll contribute to continuous improvement, foster team collaboration, partner engagement, audit readiness and ensure compliance with training package and RTO requirements.

Management & Leadership

- Develop and implement the national RTO strategic directions for educational delivery, assessment, and support services.
- Lead a culture of quality, compliance, innovation, and learner-centred delivery across all training operations.
- Lead and coordinate daily operations of course delivery, marking, and student support.

Strategic Growth

- Business Development – identify and develop new business opportunities, focusing on client outcomes and challenging thinking.
- Drive business growth through the establishment of networks within the industry, memberships, with other education partners, and education agents

Compliance, Quality and Governance

- Ensure compliance with vocational training standards and RTO policies.
- Oversee development and continuous review of course materials and assessments.
- Develop, monitor, and evaluate policies and procedures to ensure compliance across the requirements of ASQA and other regulatory bodies
- Provide feedback to improve course content and delivery.
- Document and implement continuous improvements in training and assessment.
- Lead internal audits, validation, moderation, and continuous improvement processes.



Delivery & Assessment Oversight

- Ensure high-quality delivery and assessment of vocational courses.
- Monitor moderation and validation of assessments across the team.
- Support students with complex learning needs, NYC results or special circumstances.
- Assess RPL and Credit Transfer applications and resolve student appeals or grievances.
- Approve individualised adjustments for students with disabilities or learning needs.

Team Leadership & Development

- Recruit, onboard, and supervise vocational education staff.
- Provide training and mentorship, including conducting joint assessments.
- Maintain staff currency and professional development in line with industry standards.
- Lead internal audits, validation, moderation, and continuous improvement processes.
- Coordinate ongoing performance reviews and development planning.



PERSON SPECIFICATION

To succeed in this role, you will demonstrate:

- Significant recent experience in an education-based leadership or management role
- Lead internal audits, validation, moderation, and continuous improvement processes.
- Experience in course delivery, assessment, and RTO operations.
- Ability to work independently and manage multiple priorities.
- High-level communication, organisational and planning skills.
- A commitment to student success and continuous improvement.
- A passion for community development through education and the power of grass roots engagement
- Certificate IV in Training and Assessment
- A degree qualification would be highly regarded
- Proven ability to drive business growth at scale and achieve targeted results in competitive B2B environments
- Exceptional consultative skills
- Excellent communication skills (both verbal and written)
- Proven strategic capability coupled with the ability to execute on sales plans including timely adjustments to ensure growth goals can be achieved
- Ethical, accountable, and committed to continuous improvement.

Special Requirements:

- National travel as required.
- Current Driver's Licence.
- National Police Check and Working with Children Check.
- Commitment to maintaining vocational competency and professional development as required by the VET sector.



HOW TO APPLY

Applications including a cover letter and CV uploaded as one PDF document should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call [(08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.