

JOY 94.9 (JOY Melbourne Inc.)

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**Out.
Loud.
Proud.**



POSITION JOY Academy Manager

Description: JOY is seeking an experienced manager to lead and grow our education service provision to clients and team members.

Reports to: Chief Executive Officer

Status: Part time employee .6 FTE

Remuneration: 1.0 FTE Gross Salary of \$70K to \$75K plus Superannuation

Location: Level 1 Victorian Pride Centre 79-81 Fitzroy Street, St Kilda, Vic, 3182

JOY's Purpose

JOY is Australia's LGBTIQ+ community media organisation, listed on the Australian Charities and Not for Profit Commission Register, with the purpose of building a more inclusive society. We do this by providing the opportunity for freedom of expression, the breaking down of isolation and the celebration of the culture, achievements, and pride of the diverse rainbow community.

You can hear and see stories from the LGBTIQ+ community and our allies on JOY 94.9 Radio (FM and DAB+), online via livestream, in JOY Podcasts and on JOY TV 24 hours a day, 7 days per week at joy.org.au

JOY sustains our work through donations, memberships, philanthropic funding and by providing income generating services to the community including advertising, live broadcasting, podcasting, audio visual and talent provision.

Based in St Kilda, Melbourne, Australia, the JOY team consists of a small paid staff and a large volunteer cohort who together bring news, music, information, and entertainment to our rainbow community and allies.

From our on-air presenters to our support teams, producers, newsreaders, podcasters, and everyone in-between we aim to represent our audience because we are them.

The values you will bring to your work

Joyous - a celebration of diversity, inclusion, talent, music and entertainment

Inclusive - a safe and supportive environment for all members of the LGBTIQ+ communities

Courageous - a way to change lives by speaking out, sharing stories and challenging boundaries

The Role Overview

JOY is seeking a talented manager and experienced educator to lead the continuous development, delivery, and growth of our education services.

JOY Academy is JOY's education service, focusing on building a more inclusive Australia, by providing community, and workplaces with Diversity and Inclusion, Content Creation and Media learning experiences. The Academy is also responsible for recruiting and inducting and building and continuously growing the skills of our JOY team members, ensuring we provide the highest level of service to our community.

Our Academy offerings are continuously evolving to match the needs of community and team members, and the Manager will play a key role in driving both the growth in take up, and continuous improvement of our education services.

Working with the CEO and leadership team, the JOY Academy Manager will ensure our clients and team members enjoy a professional, seamless, and rewarding education experience, knowing that their procurement of JOY's offerings is funding the provision of our Community Media Service.

All JOY team members are required to perform their duties in accordance with current organisational policy and procedures and relevant ACMA and CBAA requirements; to minimum performance standards and ensure adherence to the JOY Melbourne Inc. rules of association; comply with health and safety guidelines and instructions to ensure a healthy, safe and environmentally responsible workplace; and cooperate and comply with equal opportunity legislation.

Your Key Responsibilities

In conjunction with the CEO, develop and deliver the JOY Academy strategy to ensure internal and external stakeholders are engaged, informed and participating in the strategy.

Manage and lead the JOY Academy flexible training team members, to ensure they have the guidance, skills, experience, support and tools to perform their work within JOY's strategic plan and values.

Lead the delivery and ongoing development and of JOY Academy Services to community members and clients to achieve outcomes to the highest standard, on time, within budget and in line with the JOY values.

- Working with the Services Income Manager, engage with Education Service provision enquiries to provide prospective and existing clients with a tailored education service plan to meet their needs, goals and budgets.
- Working with the Services Income Manager proactively seek and engage with potential and existing clients by leveraging JOY's database, sector and other opportunities to engage with and provide prospective clients with a tailored education service plan to meet their needs, goals and budgets.

Lead the delivery and ongoing development of JOY Academy Services to JOY team members to achieve outcomes to the highest standard, on time, within budget and in line with JOY values.

- Manage and continue to develop JOY's team learning life cycle, ensuring team members learning journey is fit for purpose, documented, and monitored, to ensure JOY's service delivery is of the highest standard.
- Manage JOY's education delivery systems to ensure accurate records are kept and learning needs are identified and fulfilled in a timely manner.
- Manage JOY's recruitment and induction process, ensuring we attract fully informed and equipped team members.

Working with the leadership and Academy teams, continually assess, modify and develop education programs to ensure our service delivery is relevant, inclusive and accessible, meeting client, community and team member needs.

Continually improve JOY Academy's practice in client engagement and service delivery, building our repeat business indicators. This includes monitoring market activity to ensure our services are priced and positioned for optimal uptake.

Actively participate in the JOY leadership team to contribute to the successful achievement of our strategic plan.

Our Key Selection criteria

Required skills, knowledge, and experience

- Living or practicing within the LGBTIQA+ community, continuously integrating knowledge of community into your practice.
- Significant (5 years +) experience in delivering and managing the delivery of education services to Corporates, Community Organisations and individuals.
- Significant (5 years +) experience in a leadership role managing teams, resources and projects.
- Significant experience in designing and developing education courses for workplace settings.
- Excellent relationship building, negotiation, verbal and written communication, combined with great record keeping and an eye for detail.
- Demonstrated ability to inspire, encourage, foster and evaluate creative ideas and possibilities with a focus on continuous improvement.
- High level of emotional intelligence, understanding the balance of meeting client needs with solutions that resonate with our audience and further JOY's purpose to build a more inclusive society.
- Demonstrated ability to plan, budget, deliver, monitor and evaluate strategies/projects.

Academic qualifications / technical skills

- Tertiary qualification in education – Cert IV in Training and Assessment as a minimum.
- Intermediate skills and experience in the use of Learning Management Systems.
- Intermediate skills and experience in Salesforce or other Client Relationship Management tools.
- Intermediate skills and experience using Office 365 and cloud-based technology.

Please note successful applicants will need to undertake or hold current police and working with children's check.

Performance Indicators

Success in this role will include measurement of:

- Education services client engagement, satisfaction, and retention for repeat business.
- Team member engagement, learning performance and internal accreditation currency.
- Growth in education services income and service uptake by clients.

Application Process

To apply for this role, please forward your CV and covering letter, addressing the Key Selection Criteria in detail to recruitment@joy.org.au

Applications will be taken on a rolling basis