



## Position Description: Teaching Manager, NQT

<b>Position Title:</b>	Teaching Manager
<b>Work Locations:</b>	NW Melbourne NQT Branches: <ul style="list-style-type: none"><li>• Preston</li><li>• Footscray</li><li>• St Albans</li><li>• Braybrook</li></ul>
<b>Contract term:</b>	Part-time (Casual)
<b>Classification:</b>	Management 12 hours per week – Saturdays and Sundays only
<b>Salary range:</b>	To be negotiated
<b>Reports to:</b>	Manager, Teaching, Training & Policy (Susan Phu)
<b>Contact details</b>	Susan Phu: <a href="mailto:susan.phu@nqt.com.au">susan.phu@nqt.com.au</a> Nam Nguyen: <a href="mailto:nam.nguyen@nqt.com.au">nam.nguyen@nqt.com.au</a>

### Your employer

Nam Quang Tuition (NQT) was established in 1998 from a single branch in Footscray and since then, we have expanded and opened ten branches throughout Melbourne and Sydney. We started our tutoring business coaching students who wanted to gain entrance into selective based secondary schools such as Melbourne High School and MacRobertson Girls' school. We also assist students wanting to gain entrance to grammar/selective schools through scholarship places. We offer classes for students from grade prep to year 12 (both at VCE and HSC levels).

We continually strive to better cater for the needs of students and young people across Sydney and Melbourne. It's all part of our commitment to delivering value and confidence as a trusted education services organisation. With a large network across Sydney and Melbourne, geographically accessible, quality, and affordable tuition is available to everyone.

NQT has also recently expanded its operations to Vietnam where we are in partnership with the NSW AMES (a subsidiary of the NSW Department of Education) where we're the first provider of online English courses to students in major Vietnamese universities.

Please visit [www.nqt.com.au](http://www.nqt.com.au) for further details about our education and tuition services.

## Your opportunity

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At NQT, we are looking to improve the overall teaching standards and quality of all our Melbourne based tutoring staff. We will be introducing and implementing more uniform tutoring practices across all of our centres through a rolled out training scheme. We're also looking to recruit tutors who are either currently studying education or education graduates as we believe them to be at the forefront of current pedagogical practices as well as those more likely to stay with NQT longer.

We would like the person who is appointed Teaching Manager to assist implement and enforce NQT teaching policies and practices to ensure consistent teaching practices between practices. You will travel to key NQT branches (mentioned above) where you will oversee and observe teaching practices of NQT tutors – with reference to our stated policies and procedures. You will work autonomously but also be given guidance by the Manager, Teaching, Training & Policy in Melbourne.

We would like the Teaching Manager to work on a rostering basis, whereby you would travel to a different branch each week to observe, take relevant notes and speak with staff/the centre supervisor (and parents, where applicable). It is expected that each of the 4 branches you would oversee in NW Melbourne would be visited on a monthly basis (at a minimum). A report would be generated after each visit that would be submitted to the Manager of Teaching, Training and Policy.

## Your qualifications

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**Our Teaching Manager will have the following:**

- A formal qualification in Education (Bachelors Degree, Masters Degree or Graduate Diploma) OR be already degree qualified in another discipline and working towards obtaining their postgraduate qualification in education from an Australian University
- Be a native speaker of English
- Demonstrated substantial previous teaching or tutoring experience
- Be fluent in conversational Vietnamese or Chinese
- Full driver's licence

## Your role

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**You will have responsibility for leading the following activities and delivery of the following key tasks:**

- Performing on site checks to the 4 key branches in NQT NW Melbourne on a rostering basis
- Keeping a log book of observations of each branch
- Implementing the recommended NQT teaching policies and practices
- Generate relevant reports on each branch to be submitted to Manager of Teaching, Training & Policy
- To liaise with the centre supervisors to record any issues that arise regarding tutors or teaching practices (as reported by the supervisors themselves or by parents)
- Conducting formal observations of lessons (at an agreed upon timetable devised by senior management) and providing verbal feedback to staff – this may be done in collaboration with either Manager of Teaching, Training & Policy
- Makes recommendation to management about rostering of tutors appropriate to their teaching ability, skill and knowledge
- Identify and rectify problem areas and action appropriate follow up procedures - under guidance by Manager of Teaching, Training and Policy if and when required

- Make recommendations in the recruitment processes and also make referrals for tutors who should be relocated or replaced
- Investigate parental or supervisor complaint in relation to teaching practices in the SE Melbourne branches (subject to NQT policy and procedures)
- Investigate parental or supervisor complaint in relation to specific tutors in the SE Melbourne branches (subject to NQT policy and procedures)
- Assisting Manager of Teaching, Training and Policy with deployment and implementation with future processes and policies
- Make any suggestions regarding major curricular changes applicable to Victorian education

## Qualities NQT is looking for

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### We are looking for our Teaching Manager to be able to:

- Communicate effectively and displaying high level of interpersonal skills to function as an effective team member
- Display empathy and tactfulness towards tutors, however, be firm when required
- Display confidentiality, tact, reliability and sensitively to tutors, students and their parents
- Be able to balance the concerns of the tutors and those of the students and the company's
- Be able to respond to difficult situations with a calm head
- Share concerns with senior management when needed – supporting our staff is paramount

## Your Application

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- Applications should be submitted by close of business on February 8<sup>th</sup> 2010.
- Applications are to be made with a covering letter, CV and all supporting documentation by e-mail only.
- Your application should be addressed to Mrs Susan Phu, Manager of Teaching, Training and Policy and e-mailed directly to [susan.phu@nqt.com.au](mailto:susan.phu@nqt.com.au)

***As this is a newly created role, there is negotiation in terms of how tasks will be carried out and we are most certainly open to suggestions and further discussion. Please read through your key tasks and if you have any ideas, please email through to [susan.phu@nqt.com.au](mailto:susan.phu@nqt.com.au).***