

9

BUSINESS SKILLS

10 years of operations, policy and training management experience

Demonstrated ability to manage complex, multi-discipline work teams

Adept at forging strong relationships with clients and business partners

Track record of getting the job done well, under pressure, without fuss

Innovative at developing systems adaptable to changing environments

Genuine passion for standout customer service and teamwork

Proven ability to present to the public and clients at all levels

Skilled at motivating colleagues to exceed company goals

Well-developed communication and interpersonal skills

CLIENT NAME

23 Madeup Street Name
Suburb VIC 3000
email@home.com.au

HEADQUARTERS TRAINING COMMAND

With 5000 staff serving in 14 major training establishments, Headquarters Training Command (HQTC) manages and delivers the Australian Army's training and education requirements. Annually, HQTC trains some 28,000 personnel in promotional and training courses.

Senior Personnel Policy Manager

Joined this dynamic business at the invitation of the General Manager of Policy, Bob Dillon-Smith, to oversee communications between Training Command and the contract support services. Later entrusted with the management of Personnel Policy at the operational and strategic levels.

Responsibilities included formulating and disseminating personnel policy guidance, reviewing and advising on national training policy, managing overseas training policy and preparing submissions for wage cases at the national level.

Acted as case manager for high profile investigations, developed action plans arising from sensitive public events and liaised with executive management to provide advice on major training issues.

Highlights

Bridged the gap between policy development and operational implementation by working closely with General Managers to ensure the intent of key policies was observed.

Established a reputation for being approachable and collaborative while getting the job done to high standards.

Oversaw an inspection and audit program encompassing eight major training institutions. Worked closely with external agencies like Comcare to implement Occupational Health and Safety regulations. Authored the Mental Health Strategy and advised CEOs and Chairman on key policies.

Deeply involved in major projects like the national Drug Deterrence and Injury Reduction programs. Provided advice on the Alcohol Policy, Health Policy and Rehabilitation Policy.

Played a key role in authoring and implementing entry testing for employment nationally and held membership of the Duntroon Royal Military College's selection panel.

Reviewed existing policies to identify weaknesses and was commended for my proactive attitude in searching for ways to enhance the business.

DEFENCE RESERVES

The 5th Brigade is an Army Reserves company with a key role in supporting the Australian Defence Force's operations.

Maintaining a high level of readiness to conduct complex operations, the 5th Brigade can be deployed at short notice nationally and internationally in support of a range of contingencies to protect and promote Australia's interests.