



KH

KATRINA HIGHAM

EDUCATION INDUSTRY | 0417 669 724
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OBJECTIVE

To build a motivated and driven team in the educational sector who thrive on bridging the gap between industry, learner and training organization, through immersive experiences and educational resources.

SKILLS

Leadership

Team culture

Operational processes

Business development and marketing

Client relations

Adaptability

Innovative

EXPERIENCE

COMMERCIAL OPERATIONS MANAGER • AUSTRALIAN TRAINING PRODUCTS • MAY 2018 - PRESENT

Achievements: Awarded Training Initiative Award for the development for Menu-based Resources by Tourism Training Australia

- **Change management** – leading, developing and mentoring a team of 45 staff through a complex merge. Implemented challenging restructure over multiple states and divisions
- **Strategic partnerships** – with major stakeholders in the education and training industry to the advantage of both parties
- **Account management** within all major TAFEs and RTOs in Australia and New Zealand including international stakeholders in UK, PNG and Cook Islands
- **Budgets and forecasting** – implemented budgets and forecasts to improve the overall revenue over an 18-month period.
- **Management** - lead a Commercial Operations team to provide resources to over 1000 training providers throughout Australia and New Zealand in SIT, BSB, TAE
- Operational processes
- **Product development** – create new opportunities in the development, design and launch of SIT, BSB, TAE resources. Project lead Menu-based Resource development as a bespoke resource for Restaurant & Catering Association
- **Strategic Planning** – developing ATP's direction, purpose and forward planning to build capability and implement control mechanisms to achieve the business goals
- **Tenders and Contracts** – developed and implemented agreements, contracts and tenders
- **Opportunities** – create business opportunities for the benefit of the organisation through research, partnerships and industry knowledge

BUSINESS DEVELOPMENT AND MARKETING MANAGER • BOX HILL TAFE • JANUARY 2018 – MAY 2018

Developed comprehensive marketing plan for the Faculty of Business, IT and Applied Arts. Developed and managed a clear marketing budget. Assisted with the launch of



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EDUCATION

BACHELOR OF BUSINESS (HRM & MANAGEMENT) • CURRENT

DIPLOMA OF MARKETING

ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

CIV TRAINING AND ASSESSMENT • 2010 • VICTORIA UNIVERSITY

Upgraded qualification in 2017 to include the TAEELN411

CIII PATISSERIE

CIII COMMERCIAL COOKERY

HOBBIES

Roller derby

Making pasta
#myyearofpasta

the Design Hub for the Fashion Faculty. Implemented digital marketing strategies to success with an increase in student enrolments within across multiple departments. Launched the Hip Hop Program with full classes through business development and marketing strategies. Including media coverage.

SPECIAL PROJECTS COORDINATOR/ASSESSOR • TAFENSW • FEBRUARY 2016 – DECEMBER 2017

Achievements: Representing TAFE NSW as the trainer for Ultimo Campus Worldskills Team; Mentoring a team at Johnson's Club Chef, where the team was awarded Silver.

Met industry requirements for additions to scope, with success, for full qualifications for TAFENSW in the Hairdressing Faculty. This included, but not limited to, resource development, moodle building and implementation onto an online platform. Assisting in the marketing and online development of bespoke courses and qualifications. Success in filling over 20 short courses through marketing and digital media efforts for the Hospitality Faculty. In addition, was a integral part of the teaching staff for Hospitality.

GENERAL MANAGER • STEPS AUSTRALIA • SEPTEMBER 2013 – SEPTEMBER 2015

Achievements: ASQA re-registration for 5 years. 100% compliance report in WA.

Through effective leadership and management, increased the revenue for the business from \$1.2m - \$2m over a 12-month period. Managed 18 full time staff and 20 contractors on an ongoing basis. Positive outcomes from BPA, EOE and EOP audits over a six-month period. Managed the design, implementation and execution for a complete rebuild of enrolments, training and assessment tools and inhouse resource development through effective project management skills. Developed and implemented budgets, forecasts with revenue targets with success.

DIRECTOR • KH CONSULTING • JUNE 2007 – SEPTEMBER 2013

Owner of Windsor Deli 2009 – 2012. Improved the business by an increase of 100% revenue in an 18-month period. 100% increase in coffee sales through positive customer relations and effective recruitment. Managed a team of 15 staff. Featured in The Age Cheap Eats, The Herald Sun, M Magazine, Good Weekend, Maeve Magazine and Toffee Magazine. Consulted to Hospitality businesses on effective management strategies through developing budgets, costings and forecasts for small to large hospitality groups. Assisted companies in building effective staff recruitment procedures and positive work culture.

CHEF • MULTIPLE VENUES SINCE 2001



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CAPABILITY FRAMEWORK

Act with Integrity: honest and true to myself and others. Very honest and drive a positive culture at all times. Represent companies I work for with the highest professionalism and integrity.

Communicate Effectively: excellent written and verbal communication. Training staff and colleagues has always been part of my job descriptions. Work collaboratively for positive outcomes through open communications streams. Actively listen to colleagues and peers for the best outcome. Delegates effectively and works hard with teams to achieve great results. Self-confident and accepts responsibility well.

Work Collaboratively: able to effectively work on multiple projects over different departments. Work hard to achieve the desired outcomes. Previously worked with Department of Education, ASQA and VRQA to achieve good results for the RTO.

Plan and Prioritise: Strong communication skills and collaborative team approaches. Easily work over multiple divisions both externally and internally. Communicate clear goals and objectives and work with contingency plans. Good at adapting to change and learning from previous experiences to move forward. Understand the impact of Government changes and develop risk management processes to help manage changes.

Demonstrate Accountability: Forecasting and planning are strengths. Bringing together the team to ensure accountability and results are in conjunction with each other. Developing processes and controls whilst moving forward are all part of my previous roles. Results driven.

Project Management: Strong project management skills with results driven data. Preparation for scope and business cases are part of all management roles I have undertaken. This includes costing and budgets. Developing strategies to include changes and alterations a part of risk management practices.

Manage and Develop People: training, teaching and instructing is a strength. The ability to make decisions, create strategies and implement decisions are a definite strength. Promoted within businesses because of strong management skills and team development.

Other strengths outside Capability Framework

Finance: Increasing revenue at my previous RTO through forward thinking and driving my team forward. Analysing future trends and keeping an eye on developments and changes are part of training in every aspect.

Attitude: Do whatever it takes to achieve the given goal. Hard working and reliable.



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Influence and Negotiate: active listening, working together to achieve results whilst maintaining professionalism, sensitivity and understanding. Strong on negotiation skills to ensure a win/win outcome.

Deliver Results: Achieved 100% compliance in WA after multiple setbacks. I am results driven and enjoy challenging both the norm and thinking towards the future. Ensuring budgets are on target and outcomes are achieved. Attention to details is excellent. Punctual. Ability to make and meet deadlines efficiently.

Think and problem solve: Critical analysis is a strength in the training sector. Bringing together risk management and implementing processes and controls to ensure smooth delivery and results. Can identify and solve problems. Development of strategies within a high-pressured environment and deliver results. Can assess a situation and act within a time restriction.

VOLUNTEER EXPERIENCE OR LEADERSHIP

I play in a Roller derby team called the Kingston City Rollers since January 2018. Our team hosts events, such as Camp Skate, URDP and home ground games, where I volunteer in multiple facets such as penalty box time keeper, bench manager and line up manager. I cook for all the cake stalls and volunteer at fundraising events.

General Manager for Northern Beaches Roller Girls – 2015 – 2017

During my tenure, I managed the Constitution and Chair the majority of SAGMs, AGMS and ensured the NFP was running smoothly for the members and the Executive Committee.

REFERENCES AND RECOMMENDATIONS

References available upon request



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