Employment Specialist (HU-FG013)

This form comes from the following departmental process:	HUM-FG Functional Statements, Employment Services

Position Title:	Employment Specialist
Business Unit:	Employment Services
Location:	Darwin
Classification:	Level 5 $78,500 - $89,000 pa Salary is reduced by $5,500 to include full private use of the vehicle
Status:	Full-Time (38hrs per week) Contract
Probation period:	3 Months (if applicable)
Responsible to:	Employment Services Manager
Preparation Date:	November 2026

The position is responsible for:
The Employment Specialist is accountable for managing a caseload of Australian Apprentices, ensuring compliance with training agreements and supporting their progress in partnership with Host Businesses and Registered Training Organisations. Ensuring the Group Training Organisation service is responsive, qualitative, and cost effective in meeting the demands of Northern Territory Industry and Australian Apprentices.

Employment Specialist will support the implementation and monitoring of contract arrangements in line with host business service agreements. The role requires contributing to the achievement of the company's business objectives through effective service delivery, workforce development, and the management of remote service operations.

The classification level of the position will be determined by responsibilities assigned to the Employment Specialist.

Statement of specific accountabilities

Client Management

- Collaborate with the Recruitment in the selection and onboarding of Australian Apprentices, as required.
- Manage a caseload of Australian Apprentices as assigned by the Employment Services Manager, **with caseload size and complexity determined by the level of the position (Level 5)**
- Administer and maintain Training Agreements and Contracts, ensuring compliance with best practice standards and relevant regulations.
- Monitor the progress of Australian Apprentices, ensuring strict adherence to visit schedules, documentation, and timeframes.
- Liaise with Registered Training Organisations (RTOs) regarding the coordination and delivery of formal training programs for Australian Apprentices.
- Provide ongoing guidance and support to Australian Apprentices on workplace behaviours, training progress, welfare matters, and employment conditions.
- Investigate and resolve client concerns or issues promptly, maintaining regular communication throughout the resolution process.
- Understand and uphold the standards and obligations of Group Training Organisations (GTOs).
- Monitor and report on absenteeism and workplace incidents/injuries involving Australian Apprentices, as required.

- Develop and facilitate rotation schedules for Australian Apprentices to support diverse training and experience, as needed.
- Support the performance management of Australian Apprentices by working collaboratively with Host Businesses to address performance concerns, including participating in complex conversations around conduct, capability, and employment outcomes.
- Employment Specialists may also be responsible for managing remote caseloads and overseeing major contracts.

Customer Service

- Provide quality advice and support to Australian Apprentices and Host Businesses, ensuring timely (1 -2 business day) responses to enquiries and the accurate management of related documentation.
- Conduct regular mentoring and monitoring visits in collaboration with Host Businesses.
- Maintain strong client relationships and manage conflict resolution professionally to ensure positive and consistent service delivery.

Marketing

- Promote GTNT Group's services, products, and quality programs to increase community awareness and brand recognition.
- Build and maintain strategic relationships with key stakeholders, clients, and industry partners.
- Actively contribute to business development by identifying opportunities and promoting Australian Apprenticeships across the Northern Territory.
- Support client engagement and retention by fostering strong relationships with existing and prospective host businesses.
- Maintain a professional appearance and presentation at all times as a representative of GTNT Group and its brand.

General Administration

- Maintain accurate and up to date records in Ready Recruit for Australian Apprentices and Host Businesses.
- Coordinate and process all documentation related to the commencement, progression, completion, and termination of Australian Apprentices with Apprenticeships NT.
- Contribute to business planning activities, including major contracts and project-related tasks, as required.
- Prepare and submit reports, summaries, and other documentation in a timely and accurate manner, including weekly reporting requirements.
- Perform other administrative duties relevant to the position, as directed.

Other General GTNT Group position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of business unit related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.
- Continuously improve and streamline administrative processes.

Workplace Health and Safety

- Manage the WHS responsibilities for Australian Apprentices and Host Businesses, ensuring safe work environments and compliance with all relevant legislation and organisational policies.
- Conduct regular and systematic workplace inspections to identify and address hazards, ensuring proactive risk management and adherence to safety standards.

- Promote and maintain a culture of safety by following all WHS policies, procedures, and reporting requirements.
- Report all workplace incidents, injuries, and hazards promptly in accordance with legislative and internal reporting procedures.
- Take all reasonable and practicable steps to protect your own health and safety, as well as that of others who may be affected by your actions.
  Manage workers' compensation claims and coordinate return-to-work plans for employed Australian Apprentices, ensuring appropriate support and compliance throughout the process.

Team

- Establish effective workplace relationships with groups and individuals
- Participate in company and divisional meetings, and training activities.
- Participate in business planning activities as required.

Travel

- Travel to remote areas across the Northern Territory as required to support Australian Apprentices and Host Businesses. Darwin based staff may be required to manage remote caseloads as assigned.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT Group policies/procedures and protocols located in the Quality Manual System.
- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.
- National Group Training Standards

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Performance Measures will be negotiated as part of the regular performance planning and review processes.

The incumbent must possess a manual Northern Territory driver's licence, National Police Clearance and an NT Working with Children (Ochre Card) prior to employment

The incumbent must demonstrate company values; Collaboration, Innovation, Integrity, Safety and Respect.

Selection Criteria

Essential

- Demonstrated ability to effectively communicate and engage with a diverse client base, including Indigenous Territorians across urban, rural, and remote contexts, with a deep respect and understanding of the cultural imperatives in these environments.
- Strong commitment to delivering high-quality outcomes and exceptional customer service to both internal and external clients.
- High level of motivation, enthusiasm, and the ability to exercise initiative in a dynamic work environment.
- Proven ability to work both collaboratively within a small team and independently, maintaining a strong client focus.

- Systematic and organised approach to work, with the ability to comply with relevant guidelines, procedures, and deadlines while demonstrating initiative.
- Capacity to manage competing priorities, tight deadlines, and heavy workloads effectively.
- Proficient use of information technology, particularly Microsoft Office suite (Word, Excel, Outlook, PowerPoint).
- Willingness and ability to travel throughout regional and remote areas of the Northern Territory, at time for extended periods in consultation with Employment Services Manager.
- Sound knowledge of the Australian Vocational Education and Training (VET) system, relevant government legislation, and the Industrial Relations framework, including when and where to seek expert advice on industrial relations matters.

Desirable

- Completion of or progress towards the Certificate IV or higher in Business (Employment Services) or Human Resources and/or subsequent relevant experience in related field.

Note: This document is deemed UNCONTROLLED once printed.

Training and Professional Development

Position Training Requirements

- Defensive driving and 4WD training (where applicable)
- White Card
- First Aid Certificate
- Maintain Working with Children clearance
- Maintain National Police clearance

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training
- ITC Cybersecurity Training

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with the Super Guarantee Charge
Additional Benefits:	Health and Well-being Package

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____ Date: _____

This form also relates to the following other forms: Nil