

Career Coach Team Leader (HU-FA026)



This form comes from the following HU-FG Human Resources – Functional Statement, AASS departmental process:

Position Title:	Career Coach Team Leader
Business Unit:	Australian Apprenticeships Support Services
Location:	Darwin
Classification:	Level 4 \$64,960 - \$75,110 pa
Status:	Contract Full-Time (38 hours per week)
Probation period:	3 Months (if applicable)
Responsible to:	Apprenticeships Northern Territory Operations Manager
Preparation Date:	Jan 2025
Approved by:	Human Resources Manager

Engagement and Assessment Services

This leadership role manages assessment services for apprentices and employers while driving school engagement across the Northern Territory. The position ensures effective matching between employers and apprentices through assessment processes, identifying support needs and suitability. Leading a dedicated team, the role builds partnerships with schools to promote VET pathways and apprenticeship opportunities. The Team Leader monitors performance targets, maintains service quality, and develops relationships with schools, employers and industry stakeholders to create successful apprenticeship outcomes.

Team Leader - Key Responsibilities

1. Leadership & Performance Management

- Monitor team performance and escalate concerns to the Operations Manager
- Provide first-level escalation support for Assessment Services team handling complex client issues and complaints
- Train and support new staff members
- Work collaboratively with other team leaders to optimise processes and systems

2. Quality & Compliance

- Supervise workflow, quality, and compliance for the Careers Team
- Process and manage sign-up request forms for new apprentices and trainees
- Monitor and report on Assessment Services KPIs and benchmarks
- Collaborate with NT Operations Manager on compliance strategies
- Maintain and process documentation within quality systems and procedures

3. Client Services & Administration

- Manage internal and external client vacancy requirements
- Support Out of Trade Apprentices through Ready Recruit Jobs Board referrals and additional service connections
- Administer required testing and screening services
- Prepare reports for management and stakeholders as needed
- Provide information, advise and marketing of Australian Apprenticeships and Vocational, Education and Training pathways

4. School and Community Engagement

- Lead school outreach initiatives across the Northern Territory to promote Australian Apprenticeships as a viable learning pathway
- Guide secondary school students in exploring VET and employment pathways
- Coordinate and facilitate career-focused events including:
 - Employment/career expos
 - Information sessions
 - School development programs
 - Career days

5. Business Development and Marketing

- Drive growth in Australian Apprenticeships through targeted marketing and relationship building
- Deliver informative presentations on the Australian Apprenticeship system to stakeholders
- Develop and nurture strategic partnerships with key clients and industry stakeholders
- Maintain and update marketing materials to ensure relevance and effectiveness
- Plan and execute marketing events to promote apprenticeship opportunities

6. Customer Service Excellence

- Deliver high-quality, accurate advice and support to all clients
- Maintain professional communication standards with prompt responses within one business day for all channels (calls, emails, shared inboxes)
- Build and nurture effective relationships with stakeholders
- Demonstrate exceptional interpersonal skills in all client interactions
- Uphold strict confidentiality standards in accordance with company policies

Travel

- May be required to travel to remote areas of the Northern Territory regions as required

Other General GTNT 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.

Workplace Health and Safety

- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

Team

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

Additional Information

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

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.

The incumbent must:

- Have applied for/or possess current police check prior to employment (not older than 2 years)
- Have applied for/or possess current working with children's clearance card (Ochre Card)
- Hold a current Northern Territory driver's license

Must demonstrate company values; Be Accountable, Integrity Is Everything, Be Innovative, Customer Service Excellence, Respect Everyone and Think Safe Be Safe.

Selection criteria

- Completion of or progress towards Certificate III/IV in Business/Career Development/Youth Services or and/or **relevant experience in field**
- Demonstrated sound management, organisational, administrative, compliance and teamwork skills
- Demonstrate strong time management skills with ability to meet tight deadlines whilst demonstrating initiative and maintaining personal integrity
- High level of competency in information technology and employee management systems
- High level of oral and written communication skills, with the ability to liaise at all levels across diverse disciplines with tact and diplomacy
- Demonstrated experience in Recruitment or Human Resources
- A demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander society and culture, including the requirement for proper negotiation and consultation with Indigenous people
- Ability to network and create relationships with relevant stakeholders

Training and Professional Development

Position Training Requirements

- Australian Police Check (required prior to appointment of position)
- Working with Children's Card (required prior to appointment of position)
- White Card (required prior to appointment of position)
- Cross Cultural Awareness Training
- WH&S Awareness Training
- Suicide Awareness Training

Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory (unless specified otherwise).

Remuneration Package

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

All other conditions are in accordance with the current GTNT 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: _____

<i>This document is form also relates to the following other forms:</i>	Nil
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