

Career and Apprenticeships Services Officer ()



This form comes from the following departmental process:

Human Resources – Functional Statement, ANT

Position Title:	Careers and Apprenticeships Services Officer
Business Unit:	Apprenticeships NT
Location:	Darwin
Classification:	Level 3 \$57,838 - \$63,945pa
Status:	Full-time (38hrs per week) Contract
Probation period:	3 months (if applicable)
Responsible to:	Operations Manager through the Compliance Team Leader

The Careers and Apprenticeships Services Officer position will provide administrative support across both the Compliance division providing processing support with the various stages of the training contract and Careers division providing Assessment Services prior to sign-up/commencement of an apprentice.

Careers Division

Assessment Services are undertaken for potential apprentices and employers, prior to sign-up/commencement to match employers with apprentices, to determine their readiness and ability to undertake that apprenticeship once a sign-up request has been made. Assessment Services for apprentices focuses on identifying the apprentice's needs at the initial stage and recommending tailored support services. Assessment Services for employers are targeted towards the suitability of employers requiring support to take on an apprentice.

Compliance Division

The Apprenticeships Services Officer will be able to provide support across all the different divisions of the Compliance Team, which may include: Completions/Cancellations, Variations and Registrations

Statement of Specific Accountabilities

Compliance Division

Completions/Cancellations

- Process cancellations and completions in database systems in accordance with contractual turnaround times
- Check that details of source documents are fully completed and follows up to resolve questions, inconsistencies or missing data
- Follow up completion requests with Registered Training Organisations
- Follow up cancellation requests as required
- Undertake 3, 6 & 9 month follow ups of completion incentive claims and FFS
- Provide a weekly update on the 3, 6 & 9 month follow ups to the Team Leader
- Create detailed file notes (where required must be recorded as contemporaneous notes)

Variations

- Process variations of training contracts and applications to suspend a training contract
- Check that details of source documents are fully completed and follows up to resolve questions, inconsistencies, or missing data when required
- Liaise with Registered Training Organisations in relation to variations
- Work in accordance with updated contract guidelines and maintains effective communication with supervisor in relation to implementation issues

- Record detailed contact visits in all systems
- Enter training plans into management system
- Process assignments/CHOWS/CHEMS
- Processing all changes to the training contract that are made after the registration point

Registrations

- Check the details of source documents are fully completed and investigate to resolve questions, inconsistencies or missing data where required
- Enter data from source documents into databases following correct format
- Create detailed file notes (where required must be recorded as contemporaneous notes)
- Use effective professional verbal and written communication with internal and external clients
- Liaise with Registered Training Organisations in relation to registrations
- Work in accordance with contract guidelines and maintain effective communication with supervisor in relation to implementation issues

Careers Division

Assessment Services

- Conduct assessment services with apprentices/trainees to understand the individual interests, skill level and skills development needs to assist them to identify the apprenticeship pathways
- Conduct readiness checks to understand apprentices LLND skills, interrupt the results and where required make recommendation for support options
- Conduct warm handover's for assessment outcome results deeming clients not yet apprenticeship ready
- Conduct Employer assessments and provide recommendations for support services accessible to them if deemed an employer requiring support.
- Recording relevant personal and work details to match them with appropriate jobs
- Support candidates and employers in using self-service portals to advertise and check applications for register vacancies
- Analyse, interrupt and communicate assessments undertaken for candidates and employers
- Prepare resumes and correspondence for suitable applicants to forward to employers
- Conduct information sessions as instructed
- Manage and administer Ready Recruit, ensuring data integrity and quality information
- Identify apprentice career interest and provide suggested career advice and recommendations
- Provide face-to-face and over the phone/online consultations with prospective Australian Apprentices and/or employers
- Provide administrative support to the Career Coach Team Leader as required

Marketing

- Attend all relevant marketing events e.g. expos, forums, schools, networking and industry specific event.
- Assist with activities designed to increase Australian Apprentices numbers
- Promote and market Australian Apprenticeships through presentations and networking activities to relevant stakeholders
- Participate in and provide advice and information on Australian Apprenticeship system to internal and external clients
- Develop and maintain relationships with existing and prospective clients
- Continually update and improve Assessment Services materials
- Assist in the coordination and preparation of event

GENERAL DUTIES

General Administration

- Accurately enter records into local and federal government databases
- Ensure all work is completed as per work policy and procedure and in accordance with legislative requirements
- Participate in marketing initiatives as instructed
- Participate in training activities, company and divisional meetings
- Prepare reports and other documentation as required
- Provide help desk assistance and relief on reception as required
- Prepare and sort source documents and identify and interpret data to be entered

Customer Service

- Follow Apprenticeships NT complaints handling process in dealing with complaints from clients
- Prioritise responsiveness and meeting communication deadlines for phone, email, text etc
- Manage and provide high level of customer services to internal and external
- Deal efficiently and effectively with telephone and other queries to or from clients
- Receive and relay oral and written messages
- Monitor and respond to live chat clients
- Provide quality advice and service provision to internal and external clients

Travel

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

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.

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 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.

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 manual Northern Territory driver's license

Key Result Areas will be negotiated as part of the regular performance planning and review processes or directed by the Manager dependant on operational requirements.

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

Selection criteria

- Completion of or progress towards Certificate III in Business or related field with subsequent relevant previous experience in similar field.
- Commitment to providing high quality services to internal and external clients.
- Capacity to meet extremely tight deadlines whilst being systematic in approach to work.
- Proven reliability with attendance and ability to work effectively as part of a highly disciplined team and independently to achieve common goals.
- Demonstrated ability for attention to detail and complete accuracy in respect of administrative work.
- Sound level of oral and written communication skills, with the ability to relate to a wide client group.
- Ability to complete duties as per company policy and procedures and in accordance with all relevant legislative requirements
- 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 or ability to obtain

- Completion of Certificate III Business (Administration) or similar

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training

Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory.

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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 Group Enterprise Agreement and company policy.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

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