

Apprenticeships Mentor/ Employment Specialist (HU-FG029)



This form comes from the following departmental process:

HUM-FG Functional Statements, Employment Services

Position Title:	Apprenticeships Mentor/Employment Specialist
Business Unit:	Apprenticeships Northern Territory/Employment Services
Location:	Alice Springs or Katherine
Status:	Full-Time (38hrs per week) Contract
Probation period:	6 Months (if applicable)
Responsible to:	ANT General Manager through the ANT Operations Manager and Employment Services Manager
Preparation Date:	June 2026

This position is responsible for:

The Apprenticeships Mentor/Employment Specialist is a dual role for both Employment Services (GTO) and the Australian Apprenticeships Support Services (ANT) and is accountable for ensuring ANT/Group Training service is responsive, qualitative, in meeting the demands of Northern Territory Industry and Australian Apprentices.

ANT Requirements

The Apprenticeships Mentor will be responsible for conducting sign-ups, field visits and mentoring contacts of Australian Apprentices and their employers in line with the ANT contract.

GTO Employment Services Requirements

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.

The 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.

Statement of Specific Accountabilities

Client Management – Employment Services & ANT Services

- Conduct apprentice sign-ups, workplace inspections, monitoring visits, and ongoing case management across urban, regional, rural, and remote areas.
- Administer and maintain Training Agreements and Contracts in compliance with the NT Employment and Training Act, Australian Apprenticeship Support Services Operating Guidelines, and GTO obligations.
- Provide quality advice, guidance, and support to apprentices and employers on the Australian Apprenticeships system, workplace behaviours, training progress, welfare matters, and employment conditions.
- Liaise with RTOs regarding the coordination and delivery of formal training, and monitor apprentice progress against visit schedules, documentation requirements, and timeframes.
- Manage client relations, inquiries, complaints, and workplace disputes, escalating to the Apprenticeships Specialist Team Leader where required.

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- Assist employers with claim forms, documentation, and other administrative requirements.
- Identify eligible apprentices and employers for mentoring referrals and provide appropriate support.
- Monitor and report on absenteeism and workplace injuries/incidents and develop rotation schedules to support diverse training experiences as needed.
- Support performance management of apprentices in collaboration with Host Businesses, including participation in conduct, capability, and employment outcome conversations.
- Represent the organisation on relevant committees and working groups, and where required, manage remote caseloads and major contracts.

Customer Service – Employment Services & ANT Services

- Provide quality advice and support to apprentices and Host Businesses, responding to enquiries within 1–2 business days and managing all related documentation accurately.
- Conduct regular mentoring and monitoring visits in collaboration with Host Businesses. Maintain strong client relationships and manage conflict resolution professionally to ensure consistent, high-quality service delivery.

Marketing – Employment Services & ANT Services

- Promote GTNT Group's services, programs, and brand to increase community awareness and recognition across the Northern Territory.
- Build and maintain strategic relationships with key stakeholders, industry partners, and prospective and existing Host Businesses to support client engagement, retention, and business development.
- Actively identify and promote Australian Apprenticeship opportunities to apprentices, employers, and other stakeholders interested in VET pathways.
- Provide tailored advice to employers on occupations, training pathways, and available programs.
- Participate in marketing initiatives as directed, including school visits and community events, which may occur outside standard working hours.

General Administration

- Maintain accurate and up-to-date records in Ready Recruit for apprentices and Host Businesses, and coordinate all documentation related to commencement, progression, completion, and termination with Apprenticeships NT.
- Prepare and submit reports, summaries, and other documentation accurately and on time, including weekly reporting requirements.
- Contribute to business planning activities, including major contracts and project-related tasks, as required.
- 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.

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- 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.

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 Management 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.

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.

The incumbent must:

- Have applied for/or possess current National Police Check prior to employment (not older than 2 years).
- Have applied for/or possess current Working with Children's Clearance (Ochre Card).
- Hold a current manual Northern Territory driver's license.

Must demonstrate company values; Collaboration, Innovation, Integrity, Safety and Respect.

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Selection Criteria

Essential

- Demonstrated ability to communicate and engage effectively with a diverse client base, including Indigenous Territorians across urban, rural, and remote contexts, with genuine respect and understanding of cultural imperatives.
- Strong commitment to delivering high-quality outcomes and exceptional customer service to internal and external clients.
- Sound knowledge of the Australian VET system, relevant government legislation, and the Industrial Relations framework, including the ability to identify when expert advice is required.
- Proficient in Microsoft Office suite (Word, Excel, Outlook, PowerPoint) and general information technology.
- High level of motivation and initiative, with the ability to work effectively in a dynamic environment.
- Willingness and ability to travel throughout regional and remote areas of the Northern Territory, including for extended periods, in consultation with the Employment Services Manager.

Training and Professional Development

Position Training Requirements

- Defensive driving and 4WD training (where applicable).
- White Card.
- First Aid Certificate.

Additional Company Training Requirements

- Cross Cultural Awareness Training.
- WHS Awareness Training.
- Privacy Awareness 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: _____

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