

This form comes from the Human Resources – Functional Statement, Workforce Australia following departmental process:

<b>Position Title:</b>	Employment Consultant
<b>Business Unit:</b>	Workforce Australia
<b>Location:</b>	Darwin/Palmerston
<b>Salary Range</b>	\$80,500 - \$90,500 pa Salary is reduced by \$5,500 for full private use of company motor vehicle
<b>Status:</b>	Full-time
<b>Probation period:</b>	3 months
<b>Responsible to:</b>	Regional Leader

## POSITION OVERVIEW

The Employment Consultant is focused on finding sustainable employment outcomes for participants within the Workforce Australia program by actively identifying opportunities with local employers through business development, securing and supporting placements.

The key to success in this role, will be brokering and maintaining effective relationships with employers, proactively understanding their resourcing needs and successfully matching candidates to opportunities. A solid understanding of people centered case management principles including barrier management is core to continued success.

The Employment Consultant works to sales targets and key performance indicators, within the Workforce Australia Deed and continuously seeks to further customer and employer acquisition through exceptional customer service.

## KEY ACCOUNTABILITIES

### Employer and Stakeholder Management

- Developing an intricate understanding of your placed and job searching caseload utilising interview skills, psychometric assessment tools, support services and your case management knowledge to identify barriers to sustained employment.
- Develop an individualised plan with each of your caseload to prepare, place and support customers for sustainable employment. Documenting actions, responsibilities and timelines.
- Build and maintain a local employer pipeline and identify new and ongoing employment opportunities through cold calling, database and account management, as well as networking and events. Documenting employer engagements in Microsoft Dynamics 365 CRM.
- Form committed partnerships with employers with a view to gain repeat business and leverage further partnerships through providing exceptional customer service based on a solid understanding of their current and future business practices.
- Develop partnerships with larger employers for volume recruitment opportunities, identifying appropriate incentives and support services including Wage Subsidy, Australian Apprenticeships Incentive System (AAIS), Allied Health support and mentoring
- Engage with community partners to build presence in the region and to support the goal of being the customer provider of choice

- An understanding of the local labour market, and the resourcing needs and constraints of employers in order to devise effective solutions
- Understand how diversity and inclusion initiatives can be applied in the workplace and effectively articulate to employers and partners the value proposition, benefits and incentives of employing program participants

## **Service Delivery**

- Meet key performance indicators by converting sales leads into sustainable placements.
- Engage with employers to fully understand their hiring requirements, recruitment cycles and maintain relationships with key decision makers.
- Conduct onsite and virtual customer appointments, guide the customer through the process, identify barriers and devise appropriate management plans and pathways utilising networks in the community.
- Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey.
- Develop strong relationships with customers, both face to face and over the phone, to understand their placement potential and the actions needed to have them to be job ready.
- Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies.
- Prioritise day to day activities to ensure results achieved whilst demonstrating empathy with customers.
- Effectively plan your day as part of a remote team servicing many locations.

## **Post Placement Support**

- Ensure effective and timely communication with customers and employers to deliver post placement care, ensuring employment continues and outcome milestones are reached.
- Keep in regular contact with customers and employers as scheduled.
- Gather evidence to meet administration requirements and submit claims on time.
- Complete risk assessments and take timely and effective actions to mitigate risks.
- Record all actions within the required timeframes, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact.

## **Administration**

- Organise daily schedules and appointments.
- Accurate keeping of evidence and records.

## **Health and Safety**

- Comply with all relevant Health and Safety policies and procedures to ensure a safe work environment is maintained. Abide by company procedures for identifying and reporting of potential hazards.

## **Protect the Information Relating to Customers, Employees and our Business**

- Always protect information relating to customers, employees and our business. This includes complying with the IT Acceptable Use Policy and any other related IT, records or information security policies or directions.
- Practice good digital security by reporting information and/or cyber security incidents, protecting physical equipment and handling information according to its classification

## GTNT GROUP GENERAL COMPANY ACCOUNTABILITIES

### Policies and Procedures

- Assist in the preparation, review and implementation of Workforce Australia 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.

### 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.

## STAKEHOLDERS

**Internal Contacts:** GTNT Group - management and employees and IntoJobs - management and employees.

**External Contacts:** Department of Education, Skills and Employment, Job seekers, Employers, Industry Groups, Workforce Australia providers.

## 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.
- 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.

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

## SELECTION CRITERIA

### Relevant Occupational Check

It is a requirement of the position to:

- Australian Federal Police (AFP) National Police check prior to appointment (satisfactory outcome as per organisation Pre-Employment Policy)
- Current Working with Children Check (Ochre)
- A Current Open Driver's License
- Must comply by the Chief Health Officer public health orders

### Education & Accreditation

- Relevant tertiary qualifications or equivalent experience within the Employment Services, Training, Rehabilitation, or Community Services or a similar type sector is highly desirable.

### Related Experience

- Exceptional customer service and interpersonal skills, able to demonstrate empathy with accountability.
- An astute motivator, able to foster genuine and positive relationships with others.
- Strong problem solving skills and initiative – able to find solutions and understands the key contract levers that are important in getting people into jobs.
- Demonstrated recruitment expertise within B2B sales environments, driven to succeed in identifying opportunities and converting into placements.
- Exceptional ability to develop and maintain employer relationships and determine key decision makers.
- Experience in target based and fast paced environments.
- A motivated self-starter that can work autonomously to reach targets.
- Excellent oral and written communication skills and able to adapt style to suit audience.
- Able work effective and collaboratively in a remote team.
- Knowledge and application of jobactive and/or Workforce Australia License Deed and guidelines desirable but not essential.
- High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations.
- High level of computer literacy

### Skills/Competencies

- Excellent verbal and written communication skills and able to adapt style to suit audience.
- High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations.



- Highly organised, able to multitask whilst keeping to quality standards with accurate attention to detail.
- Applies initiative with a strong problem-solving orientation, continuously seeks ways to find further opportunities to add value.
- Able work effectively and collaboratively in a team.

### INCUMBENT'S ACKNOWLEDGEMENT

This is to certify that I have read and understood all the requirements as outlined in the position description. I acknowledge that I may be required to undertake additional tasks outside of my position description that are reasonable as directed by my manager.

Name: .....

Signature: ..... Date: .....

### REMUNERATION PACKAGE

- Company motor vehicle
- Mobile phone
- Surface Pro
- 5 weeks annual leave
- Paid birthday leave
- Health and wellbeing allowance
- Study leave

*This form also relates to the following other forms:* NA