

Carrer Coach Support Officer

(HU-FA024)



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

Position Title:	Career Coach Support Officer
Business Unit:	Australian Apprenticeships NT – Assessment Services
Location:	Darwin
Classification:	Level 2 \$55,781pa
Status:	Full-Time Contract
Probation period:	3 months (if applicable)
Responsible to:	Career Coach Team Leader
Preparation Date:	May 2024
Approved by:	Human Resources Manager

This position is responsible for:

- Responsible for providing high level of administrative support in line with the Australian Apprenticeships Support Services contract.
- Provide a high level of customer services, Assessment Services and quality information to assist with increasing Australian Apprentice numbers across the Northern Territory.
- Assist with all Assessment Services and targets being achieved.
- Ensuring high levels of responsiveness, all client communications are returned within 1-2 business day (calls, emails etc) including individual and shared inboxes.
- Entering and assessing Sign Up Request Forms and conducting all required assessments before assigning to the Field Team.
- Provide a positive and professional relationships with key clients and stakeholders.
- Demonstrate and align with company values.

Statement of specific accountabilities

Administration

- Provide high level of administrative support services for the delivery of Assessment Services.
- Prepare reports and other documentation as required.
- Manage and monitor Assessment Services Inboxes.
- Deal efficiently and effectively with telephone and other enquiries from clients.
- Maintain Assessment Services Management systems.
- Reception Coverage as required and additional administrative tasks may be required from time to time.
- Perform and maintain quality data entry and administrative function as requested.

Assessment Services

- Assist to ensure contractual compliance in accordance with the AASS contract.
- Assist with face-to-face and over the phone/online consultations with prospective Australian Apprentices and/or employers.
- Assist with aptitude and other testing and ensure accurate resulting.
- Assist with job vacancy information from employers.
- Provide high level and accuracy with entering and maintaining all client records in reporting systems e.g., Ready Recruit, ADMS, TYIMS
- Provide support to the Career Coach and Career Coach Team Leader when required.

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Customer Service

- Provide quality advice and information on the Australian Apprenticeships system as required.
- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients.
- Manage and provide high level of customer services to internal and external clients.
- Prioritise responsiveness and meeting communication deadlines for phone, email, text etc
- Maintain confidentiality as per company policies.

Marketing

- 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.
- Assist with preparation of material and attend events e.g. information sessions, expos and industry events.

Quality

- Assist with reviewing and updated policies and procedures.

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.

General Administration

- Prepare reports and other documentation as required.

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.

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- 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

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

Selection criteria

- Demonstrated experience in providing high level quality customer service
- Previous demonstrated experience with recruitment services
- The capacity to meet extremely tight deadlines.
- Commitment to high quality attention to detail and complete accuracy in respect of administrative work.
- High level of communication skills and ability to communicate with diverse client groups.
- Ability to be systematic in approach to work, comply with relevant guidelines and procedures.
- High level of experience with Microsoft programs and client/database management systems.

Training and Professional Development

Position Training Requirements

- Completion of Certificate II in Business or higher in Business or similar industry experience
- Cross Cultural Awareness Training
- WH&S Awareness Training
- Working with Children's Card (required prior to appointment of position)

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
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