

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

Position Title:	Career Coach
Business Unit:	Apprenticeships NT
Location:	Darwin
Status:	Contract Full-Time (38 hours per week)
Probation period:	6 Months (if applicable)
Responsible to:	ANT General Manager and Operations Manager through the Career Coach Team Leader
Preparation Date:	May 2026
Approved by:	Human Resources Manager

The primary focus of the role is engagement with school and communities across the Northern Territory to increase awareness and promotion of apprenticeship pathway opportunities.

The position will also be responsible for providing a high level of service to manage employer vacancy requirements, ensuring that the employer is matched with the most suitable candidate.

This requires the position to have strong networking capability to build relationships with all stakeholders to support career pathways through apprenticeships.

Key Responsibilities

Recruitment and Administration Services

- Manage employer vacancies and referrals, ensuring responsive and professional service delivery, including shared inboxes.
- Conduct consultations with potential candidates, primarily via phone.
- Administer required LLN testing and screening services.
- Support Out of Trade Apprentices through Ready Recruit Jobs Board referrals and additional service connections.
- Assist in preparing reports for the team leader and stakeholders as needed.
- Provide information, advice and marketing of Australian Apprenticeships, Vocational Education and Training pathways.
- Assist with sign-up request forms for employers and apprentices.

School and Community Engagement

- Conduct school engagements across the Northern Territory to promote Apprenticeship pathways as a viable learning and career pathway.
- Guide secondary school students and teachers in exploring VET and employment pathways.
- Coordinate and facilitate career-focused events including:
 - Employment/career expo's
 - Information sessions
 - School development programs
 - Careers days.

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 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.

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.

Selection Criteria

- Demonstrated experience in client services, recruitment or administration.
- Demonstrated ability to manage competing priorities and deliver responsive, professional service.
- Strong professional communication and interpersonal skills, with the ability to engage confidently with a diverse range of clients including employers, apprentices, and young people, whilst building connections.
- Ability to present to groups, including secondary school students, in a clear and engaging manner.
- Sound organisational and administrative skills, including experience managing databases and shared inboxes.
- Knowledge of, or the ability to quickly acquire knowledge of, Australian Apprenticeships, VET pathways, and the broader training and employment landscape.
- Ability to work both independently and as part of a team, demonstrating initiative and accountability in day-to-day tasks.

Training and Professional Development

Position 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 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: _____

This form also relates to the following other forms: Nil