

Career Coach Team Leader (HU-FA026)



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

Position Title:	Career Coach Team Leader
Business Unit:	Apprenticeships NT
Location:	Darwin
Status:	Contract Full-Time (38 hours per week)
Classification	Level 4
Probation period:	6 Months (if applicable)
Responsible to:	Apprenticeships Northern Territory Operations Manager
Preparation Date:	May 2026
Approved by:	Human Resources Manager

This position is responsible for:

This Team Leader role manages recruitment services for apprentices and employers while driving school and community engagement across the Northern Territory. The position ensures effective matching between employers and apprentices through consultation and screening process, identifying support needs and suitability.

Leading a dedicated team, the role actively cultivates and maintains strong relationships with schools, employers, and industry stakeholders — serving as a key point of contact for external partners and ensuring those connections translate into real apprenticeship opportunities. The Team Leader monitors performance targets, maintains service quality, and is accountable for building a robust stakeholder network that supports and grows successful apprenticeship outcomes across the Territory.

Key Responsibilities

Leadership and Performance Management

- Monitor team performance and escalate concerns to the Operations Manager.
- Provide first-level escalation support for the Careers Team, handling complex client issues and complaints.
- Train, support, and coach team members, including ongoing performance development.
- Work collaboratively with other Team Leaders to optimise processes and systems.

Quality and Compliance

- Supervise workflow, quality, and compliance for the Careers Team.
- Process and manage sign-up request forms for new apprentices and trainees.
- Monitor and report on all components of the Careers Team and KRA's.
- Collaborate with the NT Operations Manager on compliance strategies.
- Maintain and process documentation within quality systems and procedures.

Client Services and Administration

- Manage internal and external client vacancy requirements.
- Support Out of Trade Apprentices through Ready Recruit Jobs Board referrals and additional service connections.
- Administer required testing and screening services when required.
- Prepare reports for management and stakeholders as needed.
- Provide information, advise and marketing of Australian Apprenticeships and Vocational, Education and Training pathways.

School and Community Engagement

- Lead and present school engagements across the Northern Territory to promote Australian Apprenticeships as a viable learning pathway.
- Guide secondary school students in exploring VET and employment pathways.
- Coordinate and facilitate career-focused events including:
 - Employment/career expos
 - Information sessions
 - School development programs
 - Career days.

Business Development and Marketing

- Drive growth in Australian Apprenticeships through targeted marketing, presentations, and relationship building with employers and industry stakeholders.
- Develop and nurture strategic partnerships with key clients, schools, and industry partners.
- Provide information, advice, and promotion of Australian Apprenticeships and VET pathways to external audiences.
- Maintain and update marketing materials to ensure relevance and effectiveness.

Customer Service Excellence

- Deliver high-quality, accurate advice and support to all clients.
- Maintain professional communication standards with prompt responses within one business day across all channels including calls, emails, and shared inboxes.
- 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.

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.

Selection Criteria

- Demonstrated leadership and people management skills, including the ability to supervise, coach, and develop a team to achieve performance targets and service quality outcomes.
- Strong organisational and administrative skills, including experience managing compliance requirements, workflows, and reporting within a structured service environment.
- Demonstrated time management skills with the ability to meet deadlines, exercise initiative, and maintain personal integrity under pressure.
- High level of competency in information technology and management systems, including experience with databases and quality documentation.
- High level of oral and written communication skills, with the ability to liaise effectively across diverse disciplines and stakeholder groups with tact and diplomacy.
- Demonstrated experience in recruitment, employment services, or a related field, with a proven ability to lead a team and drive service quality outcomes.
- Knowledge of the Australian Apprenticeships system, VET pathways, and the broader training and employment landscape, or the ability to quickly acquire this knowledge.
- Demonstrated ability to build and maintain strategic relationships with employers, schools, and industry stakeholders to promote apprenticeship pathways and drive successful outcomes.
- Experience presenting to or engaging with diverse audiences, including secondary school students, employers, and community groups.

Training and Professional Development

Position Training Requirements

- White Card.
- Cross Cultural Awareness Training.
- WHS Awareness Training.
- Privacy Awareness Training.

Positional training requirements are subject to budget constraints and group enrolment availability. Positional training requirements are not classified as mandatory (unless specified otherwise).

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: _____

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