

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

Position Title:	Network Officer - Katherine
Business Unit:	Australian Apprenticeships Network NT
Location:	Darwin
Classification:	Level 3 Starts from \$52,808 pa
Status:	Full-time (38 hrs per week) Contract
Probation period:	3 months (if applicable)
Responsible to:	Australian Apprenticeships Support Network Manager
Preparation Date:	June 2019

This position is responsible for:

The Network Officer position will be required to work independently whilst providing reception services for the Katherine office.

This position will be responsible for processing Australian Apprenticeships Network documentation across all divisions of the administrative team. This position will also undertake signups in the Katherine urban region and may provide gateway support when required.

Statement of specific accountabilities

Reception & General Administration Duties

- Deal efficiently and effectively with telephone and other enquiries from clients.
- Attend expos, forums, schools, networking events and industry specific information sessions and promote Australian Apprenticeships Network NT and Gateway services, when required.
- Maintain reception and office area in a clean and tidy state whilst ensuring all stock office requirements are maintained.
- Opening office and securing office premises
- Accurately enter records into Northern Territory and Australian government databases.
- Ensure all work is completed as per work policy and procedure and in accordance with legislative requirements
- Perform other clerical duties as required e.g. filing, faxing, photocopying.
- Participate in marketing initiatives as instructed.
- Prepare reports and other documentation as required.
- Produce correspondence, reports, and other documents as requested.

Field Services

- Assist Field operations with administration tasks
- Enter risk assessments
- Assist with internal and external queries
- Assist with various internal and external reporting
- Assist with obtaining school-based endorsements in preparation for sign ups
- Preparation of leads report for weekly Sales Marketing Reports – email a list of leads created that week and last date actioned for SNO to add to weekly report
- Prepare good news stories
- Assisting with booking visits
- Undertake sign-ups in urban Katherine area and remote sign-ups to be conducted over the phone.

- Provide in-training services to external clients
- Monitoring visits for Katherine Support Network Officer

Registration, Terminations & Variations

- Follow up completion requests with Registered Training Organisations/Employers, as appropriate
- Follow up cancellation requests, as appropriate from clients
- Enter cancellations and completions into DELTA/TYIMS/Jobready in accordance with contractual turnaround times, when required
- Undertake 3,6 & 9 month follow ups of completion incentive claims and FFS Provide administration support to Senior Network Officer, when required
- Liaise with Registered Training Organisations in relation to variations
- Work in accordance with updated contract guidelines and maintains effective communication with supervisor in relation to implementation issues.
- Processing stage 1 and 2 of registrations.

Customer Service

- Follow Australian Apprenticeships NT's complaints handling process in dealing with complaints from employers and Australian Apprentices
- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Manage quality customer services.
- Deal efficiently and effectively with telephone and other queries to or from clients
- Receive and relay oral and written messages.

Other General GTNT position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of finance 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.

Customer Service

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Manage quality customer services.

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.
- Training and Skills Development Act 2016.
- 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

- Completion of or progress towards Certificate III in Business or related field with subsequent relevant previous experience in similar field.
- Commitment to providing high quality services to internal and external clients.
- Capacity to meet extremely tight deadlines whilst being systematic in approach to work.
- Proven reliability with attendance and ability to work effectively as part of a highly disciplined team and independently to achieve common goals.
- Demonstrated ability for attention to detail and complete accuracy in respect of administrative work.
- Sound level of oral and written communication skills, with the ability to relate to a wide client group.
- Ability to complete duties as per company policy and procedures and in accordance with all relevant legislative requirements

Training and Professional Development

Position Training Requirements

- Completion of Certificate III Business (Administration) or similar.

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training

Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory.

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 Certified Agreement and company policies and procedures.

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: _____

This form also relates to the following other forms: Nil