

# Juno Program Manager (HU-FG026)



This form also relates to the following other forms: Nil

This form comes from the following departmental process: HUM-FG Functional Statements, Employment Services

<b>Position Title:</b>	Juno Program Manager
<b>Business Unit:</b>	Employment Services
<b>Location:</b>	Tennant Creek
<b>Classification:</b>	Mangers Salary Package
<b>Status:</b>	Full-Time (38hrs per week) Contract
<b>Probation period:</b>	3 Months (if applicable)
<b>Responsible to:</b>	Employment Services Manager
<b>Preparation Date:</b>	June 2020
<b>Approved by:</b>	Human Resources Manager

## PRIMARY OBJECTIVES

The Juno Program Manager will be responsible for managing Tennant Creek's apprenticeship and employment programs for sustainable ongoing employment pathways for Aboriginal people and remote Territorians.

The Juno Program Managers objective is to achieve project outcomes through providing tailored mentoring and support services to participants, actively promote the program, monitor and evaluate project KPI's and monitoring of contractual requirements.

## Statement of specific accountabilities

### Client Management

- Maintain participant engagement through individual mentoring support throughout their training and employment.
- Monitor participants training and employment progress
- Act as key point of contact and liaise between Registered Training Organisations, Employer and Australian Apprenticeships Support Network NT
- Manage Training Agreements/Contracts responsibilities and ensure best practice.
- Investigate and resolve participant concerns relating to employment and training to maintain engagement and program outcomes
- Understand Juno Project requirements
- Management of program documentation and collection of training and employment evidence as per project requirements

### Customer Service

- Provide quality advice and service provision to all key stakeholders
- Manage client relations, inquiries and all associated paperwork in accordance with agreed plan
- Manage conflict resolution whilst providing quality customer service.

### Marketing

- Promote and market training and employment programs
- Develop and maintain relationships with existing and prospective clients
- Increase employment and training in the Tennant Creek region

## General Administration

- Manage participants employment and training records
- Facilitate the process of all documentation in relation to commencements, progressions, completions and terminations.
- Provide input into business planning activities as required. (i.e. major contracts and projects).
- Perform other duties relevant to the position as required.
- Prepare reports and other documentation 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.
- Continuously improve and streamline administrative processes.

### Workplace Health and Safety

- Monitor and report on absenteeism and workplace injuries/incidents in relation to project participants as required
- Monitor the WHS requirements of the participants, employers and training providers.
- Undertake regular and systematic workplace hazard inspections to ensure compliance
- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all workplace incidents in accordance with legislation and policies ensuring all WHS requirements are adhered to.
- 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 company and divisional meetings, and training activities.
- Participate in business planning activities as required.

### Travel

- Travel to remote areas of the NT (including the Barkley Region) as required

## 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.
- 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 Performance Measures will be negotiated as part of the regular performance planning and review processes.

The incumbent must possess a manual Northern Territory driver's licence & a Working with Children (Ochre Card) prior to employment

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

## **Selection Criteria**

### **Essential**

- Completion of or progress towards the Certificate IV Training and Assessment
- Demonstrated ability to communicate and liaise with a diverse client group in particular Indigenous Territorians in the urban, rural and remote contexts plus a knowledge, respect and understanding of the cultural imperatives of working in these environments.
- Commitment to achieve high quality outcomes and customer services to clients (internal and external).
- Demonstrated knowledge of project management
- Ability to be systematic in approach to work, comply with relevant guidelines, procedures, deadlines and demonstrates initiative.
- The capacity to meet tight deadlines, conflicting deadlines and heavy workloads.
- Demonstrated understand in the use of information technology, particularly with the use of Microsoft Office applications.
- Demonstrated ability and preparedness to travel throughout NT regional areas for extended periods.
- Knowledge of Vocational Education and Training in Australia, the relevant legislation of Governments and Industrial Relations system and in particular when and where to seek advice regarding Industrial Relations matters.

## **Training and Professional Development**

### **Position Training Requirements**

- Completion of Certificate IV Training and Assessment
- Defensive driving and 4WD training
- White Card (if required)
- First Aid Certificate

### **Additional Company Training Requirements**

- Cross Cultural Awareness Training
- WHS Awareness Training

## **Remuneration Package**

<b>Annual leave:</b>	5 weeks
<b>Sick leave:</b>	2 weeks
<b>Superannuation:</b>	In line with the Super Guarantee Charge
<b>Additional Benefits:</b>	Health and Well-being Package
	Housing allowance
	Relocation expenses
	Mobile phone & surface pro



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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: \_\_\_\_\_

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