

# Field Solutions Officer (HU-FA008)



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

<b>Position Title:</b>	Field Solutions Officer
<b>Business Unit:</b>	Australian Apprenticeships Support Network
<b>Location:</b>	Darwin, or Alice Springs <i>Contract of employment will confirm location of position</i>
<b>Classification:</b>	<b>Level 4</b> \$62,133 - \$73,225 pa Salary is reduced by \$5,500 to include private use of the vehicle
<b>Status:</b>	Full-Time 38 hours per week - Contract
<b>Probation period:</b>	3 Months (if applicable)
<b>Responsible to:</b>	Australian Apprenticeships Support Network Manager (AASN Manager)
<b>Preparation Date:</b>	November 2020
<b>Approved by:</b>	Human Resources Manager

## This position is responsible for:

The Australian Apprenticeships Support Network (AASN) Field Solutions Officer is responsible for conducting sign-ups and field visits of Apprentices and their employers in line with the AASN Contract.

## Statement of specific accountabilities

### Client Management

- Provide gateway services to employers.
- Conduct apprentice sign-ups, site visits, inspections of employer workplaces and case management.
- Conduct monitoring visits for apprentices and employers in urban, regional, rural, and remote areas.
- Identify and provide in-training support to eligible apprentices and employers.
- Assist employers and apprentices to complete their training contracts and other documentation required under the *Northern Territory Employment and Training Act* and in line with the *Australian Apprenticeship Support Network Operating Guidelines*.
- Provide quality advice and information on the Australian Apprenticeships system as required.
- Represent the company on committees/working groups where required
- Manage client relations, inquiries and associated paperwork.
- Deal effectively with complaints from employers and apprentices. Where required mediate workplace disputes through consultation with the AASN Manager
- Provide assistance to employers to complete claim forms.

### Marketing

- Promote the Department of Education and Training & Department of Trade, Business & Innovation (DTBI) apprenticeships incentives programs
- Participate in marketing initiatives as directed, including visits to schools and other venues as required. These may be outside working hours.
- Promote and sell services of Australian Apprenticeships to current and perspective customers through the gateway service.

### Sales

- Actively seek opportunities to increase number of Australian Apprentices as per set key performance indicators

## **Other General GTNT Group 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

### **Customer Service**

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

### **General Administration**

- Prepare reports and other documentation as required
- Read, understand, and work to legislation

### **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.

### **Travel**

- Travel to remote areas of the Northern Territory as required. Some overnight travel required.

### **Additional Information**

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT Group 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 Result Areas will be negotiated as part of the regular performance planning and review processes.

The incumbent must undertake a National Police check and obtain a Working with Children Ochre Card prior to employment.

The incumbent must possess a current manual Northern Territory motor vehicle 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**

- Completion of Certificate IV in Employment Services or with subsequent relevant previous experience in related field.
- Ability to be systematic in approach to work whilst complying with relevant guidelines, procedures, deadlines, and relevant legislation.
- Ability to develop professional correspondence to a high standard.
- Work semi-autonomously, set own goals and daily programs and report on progress to team members and other staff.
- Demonstrated experience with the use of Microsoft Office applications and ability to quickly learn new client management database programs.
- Demonstrated understanding of the Australian Apprenticeships system.
- Demonstrated ability to empathise and communicate effectively with diverse client groups.
- Commitment and motivation to achieve high quality outcomes by meeting or exceeding KPI's and set targets.
- Ability to travel throughout the Northern Territory for extended periods.

## **Training and Professional Development**

### **Position Training Requirements**

- Completion of Certificate IV Business (Employment Services)
- First Aid Certificate
- Ochre card
- Defensive Driving (4WD training if applicable)
- White Card (if required)

### **Additional Company Training Requirements**

- Cross Cultural Awareness Training
- WHS Awareness Training
- Mentoring Training

## Remuneration Package

<b>Annual leave:</b>	5 weeks
<b>Sick leave:</b>	2 weeks
<b>Superannuation:</b>	In line with superannuation guarantee
<b>Additional Benefits:</b>	Health and Well-being Package
	Private use of motor vehicle
	Mobile Phone
	Laptop

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: \_\_\_\_\_

*This form also relates to the following other forms:* Nil