

## Position Description

<b>Position Title:</b>	<b>Field Consultant</b>
<b>Department:</b>	Apprenticeship Employment Network (AEN)
<b>Location:</b>	Geelong/Barwon Region
<b>Direct Report:</b>	Brendan Hawkins
<b>Classification Level:</b>	Westvic Staffing Solutions EA Level 2 (dependant on experience)
<b>Status:</b>	Full-time
<b>Qualifying Period:</b>	6 months
<b>Incumbent</b>	TBC
<b>Preparation date:</b>	October 2018

### **GENERAL WORK DESCRIPTION**

The Field Consultant position is a sales/marketing role primarily concerned with achieving Westvic Staffing Solutions' targets/objectives through marketing/promotion of Apprenticeship Employment Network employment services and the promotion and delivery of current held State and Federal Government programs/contracts.

The Field Consultant is responsible for:

- Sourcing Australian Apprenticeship opportunities throughout the Geelong Barwon Region.
- Overall management of Australian Apprentices including induction activities that will include the management of workplace health and safety requirements and regular performance monitoring.
- Marketing, promotion and delivery of our current Federal and State Government contracts including; Jobs Victoria, Industry Specialist Mentoring of Australian Apprentices to prospective employers, jobseekers and the community.

### **RELATIONSHIPS**

#### **Internal:**

The Field Consultant reports directly to the Apprenticeship Employment Network (AEN) Divisional Manager and frequently liaises with other Employment Consultants/Field Consultants, Payroll and administration staff throughout the organisation.

#### **External:**

Relationships are maintained with host employers and Australian Apprentices (Trainees and Apprentices), Apprenticeship and Traineeship regulatory field services division, Registered Training Organisations (RTOs), Australian Apprenticeship Support Network (AASN), TAFEs, State and Federal Government representatives, employment agencies, School Career Advisors, and other relevant service providers.

### **RESPONSIBILITIES**

Employees at this level work under limited supervision in functions that require the application of skills and knowledge appropriate to the work. Work at this level requires a sound knowledge of program activity, operational policy or service aspects of the work performed within a function or a number of work areas.

General features of this level involve solving problems of difficulty using knowledge, judgement and work organisational skills.

Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

At this level, employees may be required to provide assistance to / or supervision of lower classified staff in their day-to-day work. Employees may undertake planning and coordination of activities within a clearly defined area of the organisation. Employees will be responsible for managing and planning their own work.

## **MARKETING**

- Source suitable host employers i.e. cold calling, written and personal contact, utilising the current internal databases, networking with specific industries, following up on leads, and other marketing strategies.
- Prepare list of prospects from leads to contact and visit.
- Promote AEN services generally.
- Be proactive in locating other general employment vacancies and training opportunities and refer them to appropriate Westvic Staffing Solutions personnel.
- Create appropriate advertisements for positions vacant and promotions.
- Develop and maintain relationships with existing and prospective clients.
- Attend and actively contribute to marketing meetings regarding strategies, opportunities and target marketing.
- Actively represent Westvic Staffing Solutions as required within the community in public relations exercises, including attending relevant meetings/forums, expos etc.
- Take responsibility for maintaining a strong image and positive public relations for the regional office, incorporating corporate branding and presentation standards.
- Actively source eligible Australian Apprentices via personal contact cold calling and relationship building with Training providers (TAFE / RTO), employers, AASN providers etc.
- Networking with industry associations, following up on leads, and other marketing strategies.
- Promote State and Federal Government program services

## **CLIENT MANAGEMENT**

- In line with policy and procedures, undertake all recruitment, selection and induction activities for Australian Apprentices, including specific workplace relations conditions i.e. award and OH & S.
- Provide timely and accurate advice and information on Apprenticeships and Traineeships to clients.
- Exercise a high level of interpersonal skills in dealings with Host employers, Australian Apprentices and related organisations.
- Monitor and ensure Australian Apprentices receive on-going and appropriate training so that they may be broadly skilled and reach a satisfactory standard of proficiency at the conclusion of training/qualification.
- Liaise with RTOs, TAFE institutes and host employers on matters relating to New Apprentice training and welfare.
- Monitor overall progress of Australian Apprentices, providing timely pastoral care reports i.e. Quarterly Performance Reports (QPRs) and taking appropriate action as required, including canvassing for rotation placements and documentation associated with rotation, suspensions and cancellations.
- Investigate and resolve client problems (host employer / Australian Apprentice).
- Undertake relevant program administrative requirements, e.g. establish and maintain IMPs, (Industry mentoring plans) undertaking and recording mentoring reviews and associated activities including data entry/ recording requirements.
- Provide timely and accurate advice and information to Australian Apprentices.
- Exercise a high level of interpersonal skills in dealings with, Australian Apprentices, employers TAFE / RTOs and related organisations.
- Monitor and ensure Australian Apprentices and clients receive on-going and support so that they may be broadly skilled and reach a satisfactory standard of proficiency at the conclusion of training/qualification. i.e. remain engaged.
- If required and authorised by the Apprentice / Trainee liaise with RTOs, TAFE institutes and employers on matters relating to the Australian Apprentices training and welfare.
- Counsel Australian Apprentices and clients on work habits and matters relating to their training (on and off the job) and welfare.
- Counsel the Australian Apprentice and clients on external influences that may or are impacting on their retention.

## **OCCUPATIONAL HEALTH AND SAFETY**

- Manage the OH & S requirements of Australian Apprentices and host employers
- Instigate training where necessary for Australian Apprentices to comply with OH & S requirements
- Undertake regular and systematic monitoring of the host employer's workplace to ensure OH & S compliance
- Refer the host employer where necessary to appropriate organisations for further information on OH & S legislation and regulation
- Undertake incident and accident investigation
- Facilitate WorkCover claims and manage Return to Work Plans

## **CUSTOMER SERVICE**

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Provide timely and accurate advice and information to all Westvic Staffing Solutions clients in a professional manner
- Ensure that all communications (telephone, e-mail,) are promptly responded to in line with Westvic Staffing Solutions policies/procedures and Customer Service Charter

## **GENERAL ADMINISTRATION**

- Ensure all paperwork including training contracts, induction forms etc and other organisational requirements are completed in an accurate and timely manner and forwarded on to the appropriate person(s)
- Ensure accurate filing and file maintenance
- Maintain reference and other material

## **INFORMATION TECHNOLOGY**

- Computer operations as required, including data entry and word processing

## **TEAM**

- Communicate effectively with co-workers
- Attend and participate in scheduled meetings, including contribute to the business unit operational plans and provide reports on progress of program activities including recommendations
- Undertake an active role in the day-to-day organisation of the office including filling in during staff absences

## **TRAVEL**

- Travel may be required throughout Westvic Staffing Solutions operational area

## **HOUSEKEEPING**

- Ensure the workplace and workspace is maintained to a high standard always
- Ensure that all equipment is maintained and secured appropriately
- Follow Westvic Staffing Solutions occupational health and safety policies, procedures and workplace instructions
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work

## **SELF DEVELOPMENT**

- Maintain relevant knowledge of:
  - Industrial Relations issues and trends
  - Government Policies
  - Industry bodies, local employment and training issues
- Undertake additional training as required to perform the role

## **ADDITIONAL INFORMATION**

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- The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:
  - Westvic Staffing Solutions policies/procedures and protocols
  - Privacy Act
  - Equal Employment Opportunity Act
  - Child Wellbeing and Safety Amendment (Child Safe Standards) Act
  - Occupational Health and Safety Act
  - Government/Industry Codes of Conduct
- 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
- Performance targets will be negotiated as part of Westvic Staffing Solutions regular performance planning and review processes
- The incumbent is required to undertake and pass a Police record and Working with Children Check
- Westvic Staffing Solutions is an Equal Opportunity Employer
- All Westvic Staffing Solutions offices and vehicles are all smoke free work environments

## **KEY SELECTION CRITERIA**

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### **QUALIFICATIONS AND EXPERIENCE**

#### **ESSENTIAL**

- A proven record in sales and service delivery
- Possess a sound understanding of regional and local business environment
- Demonstrated effective communication and interpersonal skills (both oral and written)
- Proven ability to meet deadlines and achieve established targets/objectives
- Current Driver's Licence

#### **DESIRED**

- Experience in business development and building relationships
- Understanding of the Apprenticeship and Traineeship system including regulatory requirements relevant to the employment
- Practical understanding of industrial relations and health and safety requirements
- Knowledge of the role of the organisation, its structure and services
- Good knowledge and experience using the Microsoft Office suite of applications (in particular Word, Excel, Outlook)

#### **PERSONAL ATTRIBUTES**

- Ability to show empathy when dealing with clients
- A commitment to mentor and support apprentices and trainees
- Customer and outcome focused
- Relationship management and negotiation skills
- Excellent planning and organisational/time management skills with the ability to prioritise important tasks
- Ability to work autonomously and use own initiative
- Ability to be flexible and adaptable in a changing environment
- A high standard of personal presentation