# Position Description

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| **Position Title:** | **Field Consultant** |
| **Department:** | AEN (Apprenticeship Employment Network) |
| **Location:** | Hamilton / Portland |
| **Direct Report:** | General Manager Western Victoria Region |
| **Classification Level:** | Westvic Staffing Solutions EA Level 2 |
| **Status:** | Full-time |
| **Qualifying Period:** | 6 months |
| **Incumbent** |  |
| **Preparation date:** | September 2023 |

**GENERAL WORK DESCRIPTION**

The Apprentice / Trainee 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 Apprentice / Trainee Consultant is responsible for:

* Sourcing Australian Apprenticeship opportunities throughout the areas of Westvic Staffing Solutions Operations
* Overall management of Australian Apprentices including recruitment, induction and activities that will include the management of Workplace Health and Safety requirements and regular performance mentoring and monitoring.

**RELATIONSHIPS**

**Internal:**

The Field Consultant reports directly to the General Manager and frequently liaises with other Field Consultants, Employment Consultants, Payroll, and administration staff throughout the organisation.

**External:**

Relationships are maintained with Host employers and Australian Apprentices (Trainees and Apprentices), 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 role. 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 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, and relationship building with Training providers (TAFE,S etc ) employers, AASN (Australian Apprenticeships Support Network) providers, Secondary Schools and other employment service providers.
* Promote AEN services generally.
* Be proactive in locating other general employment vacancies and training opportunities and refer them to appropriate Westvic Staffing Solutions personnel.
* Assist with advertisements for positions vacant and promotions.
* Develop and maintain relationships with existing and prospective clients.
* Attend and actively contribute to team meetings.
* 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.
* 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., Awards and Agreements and WH&S.
* Provide timely and accurate advice and information on Apprenticeships and Traineeships to clients.

and 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 and support 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 Apprentice/ Trainee 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, completions and variations to the training contract if required.
* Investigate and resolve client problems (host employer / Australian Apprentice).
* Provide timely and accurate advice and information to Host Employers and Australian Apprentices.
* Support Australian Apprentices and clients on work habits and matters relating to their training (on and off the job) and welfare and clients on external influences that may or are impacting on their retention.

**WORK HEALTH AND SAFETY**

* Manage the WH&S requirements of Australian Apprentices and host employers.
* Instigate training where necessary for Australian Apprentices to comply with WH & S requirements
* Undertake incident and accident investigation.
* Facilitate WorkCover claims and assist with Return to Work requirements with the assistance of the AEN Administration team.

**CUSTOMER SERVICE**

* Exercise a high level of interpersonal/customer service skills
* Provide timely and accurate advice and information 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 and expectations.

**GENERAL ADMINISTRATION**

* Ensure all documentation and other organisational requirements are completed in an accurate and timely manner and forwarded on to the appropriate person(s)

**INFORMATION TECHNOLOGY**

* IT use and 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.

**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 Work 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
  + Industry bodies, local employment, and training issues
* Undertake additional training as required to perform the role, eg (WH&S training)

**ADDITIONAL INFORMATION**

* 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**

**QUALIFICATIONS AND EXPERIENCE**

**ESSENTIAL**

* Demonstrated effective communication and interpersonal skills (both oral and written)
* Possess a sound understanding of regional and local business environment.
* Proven ability to meet deadlines and achieve established targets/objectives.
* Current Driver’s Licence

**DESIRED**

* Experience in business development and building relationships.
* Practical understanding of industrial relations and workplace 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 (Email, Word, Excel, Powerpoint)

## PERSONAL ATTRIBUTES

* Excellent communication and interpersonal skills.
* Sound understanding of the local business environment.
* Ability to manage time frames, meet deadlines and priorities as required.
* Strong attention to detail and ability to see tasks through to conclusion.
* Ability to work autonomously and operate in a rapidly changing environment.