**Position Description**

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| **Position Title:** | **Workforce Development Manager** |
| **Department:** | AEN |
| **Location:** | Bendigo |
| **Direct Report** | General Manager – Central Victoria Region |
| **Classification Level:** | EA Level 2 – Westvic Staffing Solution Enterprise Agreement |
| **Employment Status:** | Full-time |
| **Qualifying Period:** | 6 Months |

**ABOUT WESTVIC STAFFING SOLUTIONS**

**Who Are We?**

Westvic Staffing Solutions have delivered apprenticeship and traineeship support services to businesses, individuals, and local communities for over 40 years. As a benevolent organisation, Westvic Staffing Solutions facilitate and enable job creation, career guidance, and social inclusion opportunities for members of our local communities. Operating across regional and metropolitan Victoria, our offices are located in Warrnambool (Head Office), Bendigo, Ballarat, Hamilton, Portland, Colac, Geelong, Echuca, Traralgon, and Cheltenham.

**What Do We Do?**

Each year, the organisation recruits, employs, and mentors hundreds of employees, many of them apprentices and trainees, across a wide range of industries and occupations. Our dedicated staff deliver highly specialised on-hiring services, including the recruitment, induction, payroll servicing, training contract coordination, and performance management, to assist businesses with their current and future workforce needs. Staff also provide ongoing support to each employee through structured mentoring, career guidance and development, and ongoing human resource management to raise employee retention rates and deliver quality vocational outcomes.

**Our Team-Centred Approach**

Staff mentoring and support is a key factor to Westvic Staffing Solutions success. We believe that a team approach to knowledge sharing and personal development, both internally and externally, fosters a culture where every individual’s unique experiences and insights are valued and shared. Staff new to the industry benefit from team support in an office environment where experienced employees share the responsibility for team development and knowledge growth. While working from home provisions are included in the WSS Employment Agreement, it is expected that all employees work from their designated office unless approval is given to do otherwise.

**GENERAL JOB DESCRIPTION**

The Workforce Development Manager specialises in offering professional advice, recruitment, mentoring, and HR services to a diverse range of businesses and candidates across various industries and sectors. The duties carried out in this role include, but are not limited to:

* Building strong relationships with business clients and candidates;
* Coordinating all aspects of the recruitment cycle, including job posting, candidate sourcing, conducting interviews, facilitating the onboarding process, and ongoing performance management;
* Liaising with training providers, including TAFE, and managing training contracts;
* Applying and interpreting Modern Awards, Enterprise Agreements, the Fair Work Act, and National Employment Standards (NES);
* Understanding the AQTF standards;
* Supporting workplace health and safety initiatives, including OH&S assessments and incident investigations;
* Creating engaging content for social media platforms, data entry and report writing;
* Participating in HR projects aimed at enhancing organisational processes and policies;
* Providing human resource and complex case management, performance and knowledge management;
* Delivery of ongoing career guidance and skills development throughout the term of the employment contract.

**KEY PERFORMANCE INDICATORS (KPIs)**

**Responsibilities & Expectations**

Workforce Managers report directly to the General Manager and are responsible for:

* Building and maintaining a caseload of on-hired employees utilising established marketing and recruitment strategies;
* Meeting organisational and individual targets and standards as directed by the General Manager;
* Providing human resource management for up to 60 on-hired apprentices and trainees (including talent acquisition, onboarding, timesheet and payroll coordination, mentoring and performance management);
* Delivering quality outcomes for individual employees and host businesses;
* Maintaining and demonstrating an understanding of workplace law;
* Assessing the initial and ongoing OH&S risk for apprentices and trainees in their individual workplace;
* Liaison with training providers, including TAFE, that deliver formal training to the apprentice or trainee;
* Implementing strategies to increase staff retention rates, including host-employer rotation;
* Maximising the skill development opportunities for apprentices and trainees;
* Assisting businesses with workforce development strategies utilising Westvic’s programs and services;
* The provision of career advice to candidates seeking an apprenticeship or traineeship.

**Technical Competencies**

It is essential that candidates applying for the role of Workforce Development Manager:

* Have obtained, or are working to obtain, tertiary qualifications in Business and/or Human Resource Management (or be highly experienced in the field of HR);
* Have a thorough understanding of Industrial Relations Law, the OH&S Act, and WorkCover legislation;
* Possess the ability to interpret data, write reports and proposals, and use of MS Office applications in a proficient and effective manner;
* Have a current driver’s licence.

**Personal Competencies**

Candidates applying for the position of Workforce Development Manager must:

* Be empathetic and approachable with the ability to communicate at all levels of the business;
* Have the ability to work independently and as part of a successful team,
* Have a strong work ethic that is proactive, creative, outgoing, and supportive in nature;
* Possess strong problem-solving abilities, an analytical mindset, and an attention to detail;
* Be adaptable, willing to learn and self-motivated;
* Have demonstrated experience in meeting targets, deadlines or key milestones.

**KEY SELECTION CRITERIA**

Applicants applying for the position of Workforce Development Manager **must** address the following key selection criteria:

1. Detail your past HR related employment / educational experience and how this may be transferred to the role of the Workforce Development Manager;
2. Provide a statement against each of the technical competencies as detailed above;
3. Provide a statement against the required personal competencies detailed above, providing examples of your vocational / personal experiences where appropriate.