

This form comes from the following departmental process:

Human Resources – Functional Statement, AANNT

Position Title:	Support Network Officer
Business Unit:	Australian Apprenticeships Network NT
Location:	Darwin, Katherine, Tennant Creek or Alice Springs <i>Contract of employment will confirm location of position</i>
Classification:	Level 5 \$73,508 - \$85,111 pa Salary is reduced by \$5,000 to include full private use of the vehicle
Status:	Full-Time 38 hours per week - Contract
Probation period:	3 Months (if applicable)
Responsible to:	Australian Apprenticeships Support Network Manager through the Australian Apprenticeships Support Network Assistant Manager
Preparation Date:	January 2016
Approved by:	Human Resources Manager

This position is responsible for:

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

The difference between the two levels are:

- **Level 4** position will undertake a remote caseload
- **Level 5** position requires a high level of additional reporting to be provided to AANNT Manager, responsibility and training (also in conjunction with level 4 duties).

Statement of specific accountabilities

Client Management

- Provide Gateway services to employers.
- Undertake Apprentice sign-ups, site visits, inspections of employer workplaces and case management.
- Undertake monitoring visits to 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*.
- Provide quality advice and information on the Australian Apprenticeships system as required.
- Represent the company on committees/working groups where appropriate.
- Manage client relations, inquiries and associated paperwork.
- Deal effectively with complaints from Employers and Apprentices and, where appropriate mediate workplace disputes.

Marketing

- Promote the Department of Education and Training & Department of Business (DoB) Apprenticeships Incentives programs
- Assist Employers to complete claim forms.
- Participate in marketing initiatives as directed including visits to schools and other venues as required.
- Promote and sell services of Australian Apprenticeships to current and perspective customers through the Gateway service.

Sales

- Increase number of Australian Apprentices as per set key performance indicators

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.

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 and existing clients
- Manage quality customer services.

General Administration

- Prepare reports and other documentation as required

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.

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 Result Areas will be negotiated as part of the regular performance planning and review processes.

The incumbent must undertake a 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.
- 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 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.
- Ability to be systematic in approach to work whilst complying with relevant guidelines, procedures, deadlines and relevant legislation.
- Demonstrated experience with the use of Microsoft Office applications and ability to quickly learn new client management database programs.
- Ability to travel throughout the Northern Territory for extended periods.
- Demonstrated understanding of the Australian Apprenticeships system.
- Demonstrated previous knowledge and experience in marketing and selling skills

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

Key Result Areas

- 100% of contact visits completed correctly within the contract dates required
- Number of clients serviced meets or exceeds contract/individual targets set
- Accurate and region-specific identification of at-risk clients
- In-Training client's serviced to the Contract Managers satisfaction requirements
- Improve Australian Apprenticeships completion rates to above 52%
- 85% Employer and Australian Apprentice satisfaction with the NT Network Provider
- Administrative Quality as set by Australian and NT Governments KRA's
- Reduce the number of Training Contracts that require back dating to zero within 12 months of the contract period commencing
- Zero training plans submitted outside the probationary period within 24 months of the contract period commencing
- 90% of all Training Contracts registered within 14 days of sign up
- 100% of all Training Contracts registered within 28 days of sign up
- In-Training clients serviced to the Department's satisfaction using screening tools which meet the standards set by the Department
- Sign up KRA's by region:
 - **Darwin** Support Network Officers x 6 sign ups per week = 285 for the year
 - **Katherine** Support Network Officers x 4 sign ups per week = 190 for the year
 - **Alice Springs** Support Network Officers x 4 sign ups per week = 190 for the year

Remuneration Package

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

All other conditions are in accordance with the current GTNT 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