

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Service Delivery Officer
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	Service Delivery Centre – Team Leader
<b>DEPARTMENT:</b>	Service Delivery Centre

### PURPOSE STATEMENT

To work within a team to ensure that the administrative and processing activities required in meeting the contractual obligations of BUSY At Work’s Australian Apprenticeship Support Network are carried out in an accurate and timely basis.

### OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

### OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

### OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

### REPORTING

This position reports to Service Delivery Centre – Team Leader

## PRIMARY DUTIES

- Accurate lodgement and assessment of training contracts, incentive and loan payments following both state and federal government guidelines and KPI's.
- Undertake quality control of Training Contracts, state and federal government forms and related paperwork for accuracy of information prior to processing; adherence to state government work instructions relating to decision making when processing state government amendment forms.
- Professional telephone duties including answering inbound and outbound customer service calls, taking and disseminating messages effectively and efficiently ensuring detailed file notes are documented;
- Accurately sorting, logging and recording incoming/outgoing mail within set timeframes;
- Creating and maintaining electronic and hard copy filing systems to ensure efficient access, data integrity, movement and security of files;
- Participate as a member of an extended service team in line with organisational values;
- Manage own workload, ensuring that timeframes are strictly adhered to and KPI's are achieved as set by General Manager - Apprenticeships;
- Other tasks as required assigned by the Team Leader / National Service Delivery Manager/ General Manager – Apprenticeships

## KNOWLEDGE, SKILLS & EXPERIENCE

- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Highly detail oriented, ensuring accurate inputting of information;
- Strong organisational skills and time management skills;
- Excellent communication skills and an approachable demeanour;
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organization;
- Ability to operate in a highly ethical manner in accordance with Australian and State Government contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Ability to undertake training as and when required by BUSY;
- Positive approach to continuous improvement;
- Desire to be part of a growing, high achieving, successful service organisation.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_