

POSITION DESCRIPTION

POSITION TITLE:	Apprenticeship Field Officer
LOCATION:	Various
REPORTING TO:	Regional Manager
DEPARTMENT:	AASN

PURPOSE STATEMENT

The purpose of this position is to promote and deliver the services of BUSY At Work’s Australian Apprenticeship Support Network by generating Australian Apprenticeships commencements through business development and account management activities.

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 the Regional Manager

PRIMARY DUTIES

- Develop business relationships with Employers, Apprentices, Registered Training Organisations, Group Training Organisations, Schools, Job Network agencies and other stakeholders through the promotion of Australian Apprenticeship Support Network and identification of other business opportunities;
- Promote the benefits of employing Australian Apprentices to key stakeholders and develop new business opportunities;
- Co-ordinate the administration of apprenticeship and traineeship support services on behalf of employers and Australian Apprentices;
- Provide up-to-date accurate information on apprenticeship and traineeship options to employers, apprentices, trainees and other key stakeholders. Liaise with the Service Delivery Centre and other BUSY At Work employees when necessary to provide this information;
- Implement business marketing and promotional strategies to achieve Key Performance Indicators (KPIs) and agreed business targets;
- Contribute to the development of business and marketing plans for BUSY At Work;
- Business Development Activities;
- Administrative duties along with working within strict guidelines and a compliance driven industry.

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent administration skills, organised and thorough;
- Initiative and motivation to positively progress tasks;
- Strong communication skills and well-developed interpersonal skills;
- Ability to work independently and as part of a team;
- Fine attention to accuracy and detail;
- Good IT skills, ability to use databases, as well as suite of Microsoft products;
- Capacity to undertake multi-skilling covering all elements of administrative and processing functions;
- Good time management skills, including ability to manage priorities and meet deadlines within established timeframes;
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Ability to update knowledge for changes in guidelines;
- Prior experience within an Australian Apprenticeship Support Network or other related vocational education and training (VET) organisation will be highly regarded;
- Demonstrated ability to develop and maintain a client base through business development and account management to meet and conform to Key Performance Indicators;
- Demonstrated ability to analyse the market and industry trends, identify business implications and act to sustain performance in the market place;



- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes.
- Demonstrated ability in sales and marketing environment;
- Ensure compliance with all legislative and regulatory requirements including Privacy, Equal Employment Opportunity, Sexual Harassment and Occupational Health and Safety;
- Well-developed oral communication skills (including presentation, influencing and negotiation) and written communication skills ;
- Demonstrated ability as a team player (including building constructive relationships with peers and collaborative problem solving);
- Strong client focus to deliver excellent Customer Service to both internal and external clients;
- Ability to operate in a highly ethical manner in accordance with the Australian Apprenticeship Support Network contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;

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: _____