

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Regional Scholarship Coordinator
<b>LOCATION:</b>	Various
<b>REPORTING TO:</b>	CSPfYA Team Leader
<b>DEPARTMENT:</b>	Education and Scholarship Administration Team

### PURPOSE STATEMENT

The primary purpose of this position is to ensure BUSY exceeds the requirements of our clients in delivering the Commonwealth Scholarships Program for Young Australians (CSPfYA) Program. This includes advising, assessing eligibility, administering and processing activities to ensure we meet all contractual obligations. The role is also expected to develop the initial growth of the business by effectively marketing and promoting the program and the list of occupations in demand to relevant and key stakeholders within the regions.

### 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 CSPfYA Team Leader

## **PRIMARY DUTIES**

- Source and support eligible young Australians within the regions who would be suitable to participate in VET courses with strong pathways to jobs in areas of skills needs;
- Develop, coordinate and manage three scholarship application rounds, including communications and promotional activities;
- Conduct Scholarship applicant eligibility checks and shortlisting of applications for the Department's consideration;
- Undertake any work health and safety checks with Host Employers and support applicants on their first day of their Internship
- Sourcing host employers for Internships that directly link to the Scholars' Approved Program of Study;
- Coordinating Internships and providing support services to Scholars;
- Monitoring Scholar enrolments and progress;
- Monitoring and reporting on the Program implementation and Program outcomes; and

## **Planning and Coordinating:**

- Promote a culture of excellence by:
  - Ensuring that non-conformance (e.g. failing to meet KPI's, incorrect responses or advice, processing errors etc.) and customer complaints are documented, corrected and prevented from recurrence
  - Develop procedures, job aides , FAQ's as required to assure service quality
  - Developing and implementing quality plans for the contracts including planning and undertaking a schedule of internal audits, developing procedures, job aides , FAQ's as required
- Ensure all requirements of the relevant contracts are met across performance, process, reporting, stakeholder communication, safety etc. are met
- Conduct such operational duties as required to meet contract KPI's and BUSY values.
- Work as a BUSY team member by consulting with fellow colleagues (within and externally to the team) to result in successful organisational outcomes in line with BUSY At Work's organisational values

## **Stakeholder Engagement activities:**

- Attend and organise local key stakeholder meetings and engagements to grow build and foster longstanding relationships
- Liaise with and develop effective working relationships with stakeholders in Government Departments and key stakeholder organisations
- Planning and implementation of communication and promotional activities as required for the Program
- Liaise with Marketing to ensure appropriate communication about the Program
- Travel as required

## **Reporting:**

- Planning and completion of reports required for the CSPFYA Program
- Development and completion of internal monthly reports to CSPfYA Team Leader across KPI's, resources, quality and contract compliance
- Additional roles and responsibilities as assigned by the CSPfYA Team Leader

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- Performance and KPI driven
- High skills and experience across, planning, training, reporting, data analysis and continuous improvement
- Effective stakeholder engagement and communication skills to manage contract relationships to foster new ones
- Capacity to work independently
- Effective communication skills with staff to foster BUSY values within the team and to capably train, counsel and performance manage staff as required
- Positive approach to a continual changing work environment.
- Strong client focus.
- Ability to operate in a highly ethical manner in accordance with the client contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture.
- Desire to be part of a growing, high achieving, successful service organisation.
- Experience in contract compliance well regarded

## **QUALIFICATIONS**

- Higher Education (Certificate or higher in Management or Business Administration or equivalent) or relevant work experience is desirable.

## **KEY DIMENSIONS**

N/A

## **WORKING RELATIONSHIPS**

N/A

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: \_\_\_\_\_