

POSITION DESCRIPTION

POSITION TITLE:	Service Delivery Officer
LOCATION:	Head Office - Southport
REPORTING TO:	Team Leader
DEPARTMENT:	Education and Scholarship Administration Team

PURPOSE STATEMENT

The primary purpose of this position is, under the direction of the ESAT Team Leader, to advise, assess, administer and process activities required in meeting the contractual obligations of BUSY At Works ESAT contracts including Commonwealth Scholarships Program for Young Australians, Early Childhood Scholarships and future similar contracts.

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 Team Leader

PRIMARY DUTIES

- Assess and process application forms and payments under Program guidelines
- Responding to emails, web, social media and phone enquiries within quality time and KPIs.
- Liaise with clients on a national basis ensuring they receive information about ESAT Programs.
- Professional telephone duties including answering inbound and outbound customer service calls, taking and disseminating messages effectively and efficiently ensuring detailed file notes are documented;
- Creating and maintaining electronic 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
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

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

QUALIFICATIONS

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: _____