

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Team Leader – jobactive
<b>LOCATION:</b>	Various
<b>REPORTING TO:</b>	Business Manager – jobactive
<b>DEPARTMENT:</b>	jobactive

### PURPOSE STATEMENT

The primary purpose of this position in addition to creating long term sustainable employment opportunities for BUSY At Work Job Active Clients is to assist and support the Business Manager with day to day operations. The role will have a particular focus on maximising employment outcomes by driving performance and providing support, at the direction of the Business Manager to our sites in the Cairns Region.

### 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 Business Manager - jobactive

## **PRIMARY DUTIES**

- Support Business Manager with day to day operations;
- Coordinate daily meetings;
- Support WfD activities and administration functions;
- Drive performance and support staff to meet KPI and business targets;
- Provide team leadership and coaching for staff;
- Motivate and inspire team members;
- Lead by setting a good example;
- Coach and develop team members;
- Facilitate problem solving and collaboration;
- Escalate issues to the Business Manager in a timely manner;
- Achieve KPIs linked to placing job seekers in sustainable employment outcomes;
- Develop relationships with key stakeholders including but not limited to Employers, Group Training organisations and RTO's in order to create sustainable employment/apprenticeship opportunities for Job Active Clients;
- Engage with job seekers to maximize their success and participation in work activities; including but not limited to taking them to interviews, workplace visits, etc.
- Conducting Employment Services activities consistent with contractual and legislative requirements;
- Sourcing vacancies that meet the needs and requirements of our job seekers;
- Marketing and business development activities that secure vacancies that will provide sustainable outcomes for our job seekers;
- Promote BUSY At Works suite of products and services to key stakeholders;
- 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**

- Proven capacity and ability to lead, inspire, motivate, influence, and develop people;
- Capable of managing and delivering multiple tasks and priorities;
- Demonstrated ability as a team with a "Roll up your sleeves" mentality;
- Able to deliver effective results, meet tight deadlines and targets;
- Excellent relationship building, business development and marketing skills;
- Previous recruitment experience;
- Ability to understand the recruitment needs of our clients and job seekers;
- Ability to identify new business opportunities for Apprenticeships and Employment Services;
- Demonstrated ability to exceed KPIs;
- Prior experience within the Employment Services and/or Apprenticeship Services sector highly regarded;
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes;
- Excellent communication, time management and relationship management skills;
- Demonstrated ability to work as a member of a team;
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Positive approach to a continual changing work environment;



- Strong client focus and desire to be a part of a growing, high achieving, successful service organisation;
- Ability to operate in a highly ethical manner;
- Ability to respond to the needs of employer and labour market trends;
- Positive approach to continuous improvement;
- Flexibility to work across multiple sites.

**QUALIFICAITONS**

- Cert IV in Employment Services highly desirable

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. This position may also include travel.

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

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