

## Position Description

<b>Position Title</b>  Employer Services Officer	<b>Reports to</b>  Relationship Manager
<b>Award</b>  Workskills Employee Collective Agreement 2017	<b>Minimum Classification</b>  CO1 (Negotiable according to skills and experience)
<b>Hours of Work</b>  Full-time 8.30 a.m. – 5.00 p.m.  Monday to Friday	<b>Dress Code</b>  Neat office attire, excellent presentation, well-groomed at all times

### Prime Functions:

Contribute to Workskills' success by delivering quality employment services to employers and participants. Achieve successful employment placement of participants, matching and marketing their skills with available job vacancies. Support eligible participants, and employers, before and after placement, to maintain sustainable employment through to 26 weeks by assessing individual needs to achieve outcomes. Liaising with Labour Hires, Group Training Organisations and employers on a regular basis to understand current and future labour market requirements. Engage with organised pre-employment and vocational training activities arranged by Workskills to promote and place participants into employment. Operate with a high level of autonomy, responsibility and confidentiality, and demonstrate commitment to the organisation and management. Undertake other duties as requested by management commensurate with skills, knowledge and capability.

### Principal Accountabilities:

1. Business Development
2. Account Management
3. Post Placement Support
4. Networking and communications
5. Compliance with Legislation, Employment Services Deed and Workskills' Policies and Procedures
6. Quality Assurance and Continuous Improvement
7. Team work and personal responsibilities

## **Duties:**

### **Performance Dimensions:**

#### **1. Business Development**

**End result: Targets are achieved through effective relationships that are developed and maintained with a broad range of employers, employer organisations and industry groups so that Workskills is first choice to fill current and future job opportunities for Participants.**

- Create and manage business relationships with existing and new employers based on labour market, and organisational needs and direction
- In line with business needs and direction, maintain strong active relationships with employer groups, peak bodies, government and others, leading to Workskills being the Workforce Australia provider of choice for their recruitment needs
- Identify new opportunities to better service individual employers or groups of employers, and develop innovative proposals
- Establish and maintain supportive collaborations with other agencies to meet current and future employer needs ensuring employers have a wider network of services and candidates for their vacancies
- Undertake presentations, workshops and information sessions to inform participants of employment opportunities and events, and to recruit for available employment opportunities
- Maintain a focus on and provide leadership in the delivery of exceptional customer service to all areas of the business

#### **2. Account Management**

**End result: Targets are achieved through effective account management strategies ensuring regular contact with all accounts to determine current and future business needs. Information sourced directly from accounts to be fed to the Activity team in order to develop industry / business specific programs to meet our primary accounts recruitment needs.**

- Achieve departmental and organisational KPI's
- Follow organisational operational procedures to ensure internal compliance measures are met
- Identify employer's recruitment needs and processes to ensure participants are properly prepared and suitable for vacancies
- Consistently create, update and maintain accurate employer records in the Customer relationship Management Database (Salesforce), including employer preferences, requirements and employment conditions
- Maintain regular call cycles with all accounts with a minimum of quarterly contact for each and every account
- Engage with primary accounts such as labour hires and Group Training Organisations on a weekly basis to improve lead times for vacancy notification.
- Develop tailored programs incorporating the activity team to meet future business needs
- Conduct industry / business information sessions as required to engage businesses with our prepared caseloads

### **3. Post Placement Support**

**End result: Participants sustain employment beyond 26 weeks**

- Manage call cycles and visits to both participants and employers dependent on the risk rating assessment in consultation with the Employment Coach in keeping with organisational requirements
- Manage the post placement support of brokered job placements and high risk participants in accordance with the requirements of the Workforce Australia Employment Services Deed and Workskills operational guidelines
- Provide on-going post placement support to participants once they have gained employment ensuring a 26 week outcome by:
  - Maintaining regular contact according to Workskills call cycle procedures
  - Following up any problems that arise, with the participants Employment Coach, participant and the employer
  - Liaise with Team Leaders and sites to reviewing outcome tracking data
- Communicate feedback to sites, Team Leaders and Employment Coaches on the participants experience at work, both positive and negative in a timely manner

### **4. Networking and communications**

**End result: Good relationships with all stakeholders**

- Develop and maintain positive links with internal business units, community, government departments, group training organisations, community service providers and employers to assist participants to achieve positive outcomes
- Record all communications associated with stakeholders in the Customer Relationship Management database according to Workskills operational guidelines
- Keep abreast of local labour market opportunities and demands
- Keep up to date with the tools and incentives available to assist with achieving outcomes and other business unit opportunities.
- Provide feedback to Employment Coaches to enable them to deliver advice and guidance to participants when referred back to the Prepare phase
- Ensure that the public's knowledge and understanding of Workskills is always enhanced, through all community and business activities that are undertaken.

### **5. Compliance with Legislation, Employment Services Deed and Workskills' Policies and Procedures**

**End result: 100% compliance achieved**

- Carry out all Workforce Australia Services functions in compliance with the Workforce Australia Employment Services Deed
- Ensure Workskills' Policies and Procedures, EEO, Anti-discrimination and WH&S legislation are implemented, and records are stored in compliance with the Workforce Australia Employment Services Deed Records Rules and the Archive and Privacy Acts
- Ensure that all funding body policies, procedures, guidelines and contractual obligations, including compliance with the Code of Practice and Service Guarantees, are carried out and are operating satisfactorily
- Ensure security and confidentiality of all areas of the business
- Remain aware of, and up to date with, legislative changes and developments
- Promote awareness and compliance with WH&S practices; adopt and promote pro-active WH&S strategies

- Manage vacancies in accordance with policies and procedures
- Ensure compliance in reporting.
- Keep up to date with wage subsidies and other incentives to assist employers to retain participants.
- Participate in regular audits and other quality assurance processes to ensure adherence to all contracted and legislative requirements.

## **6. Quality Assurance and Continuous Improvement**

**End result: 100% compliance achieved (QA Framework)**

- Comply with all aspects of Workskills Quality Assurance and Continuous Improvement Framework
- Follow policies and procedures within the QA Framework
- Contribute to the on- going accreditation of Workskills Quality Assurance System through training and audit processes
- Contribute to the Workskills Continuous Improvement system outlined in the QA & CI Framework.

## **7. Team work and personal responsibilities**

**End result: A harmonious work place and a commitment to personal development**

- Work as part of a harmonious team, maintaining a motivating environment to achieve best practice in the delivery of service to clients
- Work collaboratively with the other Placement Officers to ensure all vacancies have suitable referrals
- Work collaboratively with the other Placement Officers to share current labour market intelligence and insights
- Work from other offices in accordance with business needs
- Participate in staff reviews and training
- Attend staff meetings, Workskills Staff Development days and other meetings as directed
- Attend scheduled and training organised by Relationship Manager, HR and Workskills Management as directed and required.
- Maintain a high level of personal presentation and be polite and courteous at all times
- Abide by all Workskills policies and procedures.

## **Work Health Safety and Diversity**

Workskills Incorporated is a decentralised employer with staff deployed across greater Hobart and Southern Tasmania. Staff may be transferred between locations according to business needs.

Workskills is committed to high standards of performance in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

Workskills promotes the introduction and application of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant may work extensively with screen-based equipment.

All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and Workskills Incorporated discrimination and harassment policies. All Workskills Incorporated employees must comply with the Code of Practice, the Safe Children and Young People Code of Conduct, The Service Guarantees and other contractual and legislative requirements under which the organisation operates.

The position is located in a smoke-free, office based environment. Smoking is not permitted in Workskills' vehicles.

## **Vision:**

Enabling positive change in Tasmanian communities through work, skills and cooperation.

## **Purpose:**

To prepare Tasmanians for work; place Tasmanians in meaningful jobs; and help Tasmanians keep in employment - for the benefit of individuals, families and communities.

## **Values:**

### **Integrity**

We do the right thing by each other, our clients, our stakeholders and the Tasmanian community. We are honest, ethical and fair. We match our commitments with outcomes.

### **Respect**

We respect the people we work with, focusing on their strengths, knowledge, skills and experience.

### **Teamwork**

We work collaboratively to achieve our goals. We are inclusive, bringing people from diverse backgrounds together to achieve common aims for mutual benefit.

### **Innovation**

We are adaptable, agile and think outside the box. We foster creativity, adopt technology, and embrace better ways of working.

### **Performance**

We are focused on achieving outcomes and we are transparent in measuring our impact.

We are committed to service quality and continuous improvement. We aim to be an efficient and sustainable organisation that helps Tasmanians over the long-term.

### **Passion**

We care deeply about Tasmanian communities, and use this passion to motivate people to achieve their goals in work and life.

### **Accountability**

Every staff and board member is accountable to themselves, and each other, for fulfilling our vision, purpose and values, and the strategic priorities set out in this plan.

## **Selection Criteria:**

### **Essential:**

- Demonstrated experience in developing and managing professional relationships to achieve the successful recruitment of disadvantaged Participants and to research and identify new business opportunities for Workskills Participants
- Demonstrated high level ability to engage with Employers to build and maintain effective relationships
- Demonstrated ability in developing and utilising materials and tools to promote employer engagement
- Excellent oral and written communication skills with the ability to liaise with people at all levels, both internally and externally and from diverse backgrounds
- Demonstrated understanding of the needs of diverse cohorts including Culturally and Linguistically Diverse (CALD) clients, Youth, Mature Age, Aboriginal and Torres Strait Islander Job Seekers and the long term unemployed
- Strong organisational and time management skills with the demonstrated ability to prioritise and undertake multiple tasks
- Strong sales background with a proven sales record
- Proven record of delivering quality services and achieving high performance standards against measurable targets and KPI's
- Provision of a current satisfactory National Criminal Records Check and a Working with Children Check.
- Current driver's licence.

### **Desirable:**

- Relevant industry knowledge and experience, including knowledge of community service programs
- Demonstrated experience in broad based recruitment strategies, workforce planning and employer engagement.
- A proven track record in achieving employment outcomes for disadvantaged Job Seekers with proven ability to identify employer needs and requirements and to successfully match prospective participants to roles appropriate to their skills and abilities
- Certificate IV Employment Services
- Tertiary qualifications in relevant discipline (Marketing)