
APPRENTICESHIP NETWORK PROVIDER DIVISION

Apprenticeships Field Consultant



Objectives of the Division:

MEGT Apprenticeship Network Provider (ANP) is contracted to the Australian government through the Department of Education and Training (DET) to market and administer the Australian Apprenticeship Support Network (AASN). MEGT ANP offers a free service to employers, potential and current Australian Apprentices (includes apprentices and trainees) by:

- providing customised pre-commencement services designed to screen, test, stream and match apprentices (and apprenticeships) to potential employers
- completing and lodging National Training Contracts with the relevant State/Territory Training Authority
- determining eligibility for participation and government funding
- processing where applicable, incentive payments to employers and personal benefits and Trade Support Loans to Australian Apprentices
- providing advice to employers and Australian Apprentices on relevant training packages
- monitoring the progress of individual Australian Apprenticeships
- providing tailored support such as mentoring for Australian Apprentices and employers
- attending workplaces to provide support prior to and during the Australian Apprenticeship

Objectives of the Position:

This role is key to driving business opportunities, completing Sign-ups and developing innovative solutions while providing a high standard of service to new and existing clients alike. This position requires a self-starter who is comfortable in a sales environment and can work autonomously to efficiently manage their time, negotiate competing priorities and influence clients they work with to create new business opportunities. The incumbent will be required to effectively work with internal stakeholders at all levels to achieve set targets and KPIs. A variety of business development and account management related duties will provide this person with a challenging and empowering role. In depth knowledge of the AASN Program and awareness of other related programs and funding opportunities will assist Apprenticeships Field Consultants to secure, maintain and grow business with RTOs and employers.

In some regions, the role is also responsible for ensuring contact visits are performed in a timely and efficient manner within the state.

Relationships:

- Reporting to the ANP Field Operations Manager.
- Working closely with all ANP staff and other MEGT staff as required
- Building and maintaining relationships with all external stakeholders and industry
- Liaising closely with ANP management as required.

Dimension:

- Division: ANP
- Employees directly supervised: Nil
- Agreed outcomes: as per Key Performance Indicators (KPIs)

Selection Criteria:

- Experience in pursuing organisational growth through Business Development/Marketing
- Commitment to providing high levels of customer service to external/internal stakeholders
- Self starter with energy, drive and ability to work with limited direction
- Strong communication and interpersonal skills and ability to build strong relationships
- Ability to juggle a multitude of tasks and prioritise work schedules
- Results oriented with a proven capacity to meet set targets/ KPIs
- Understanding of the AASN Program and awareness of other related programs and funding opportunities will be highly regarded
- Experience in, or an understanding of the VET sector is desirable

Qualifications, Skills and Attributes:

- Ability to generate business growth through new and existing opportunities
- Demonstrated account management skills
- Excellent people skills and the ability to offer an individualised, personal effective and supportive service to all clients
- Proven time management skills and flexibility to adjust priorities as required
- Good written communication skills including accurate spelling and grammar
- Ability to analyse and interpret a variety of internal and external guidelines and procedures
- Self motivated with a passion for developing relationships
- Well presented with a professional, confident friendly image
- Ability to work in a team environment and be receptive to change
- Ability to deliver excellent service to both clients and staff
- Confident to represent MEGT with an appropriate level of knowledge and professionalism
- Mature approach with empathy, tact and diplomacy when interacting with clients and staff
- Ability to display honest and ethical work practices whilst working in an autonomous role
- Continually strive for personal and organisational development
- Negotiation and counselling skills an advantage
- Current driver licence

Duties and Responsibilities:

- Develop business opportunities by building a strong client base of employers by direct contact with employers / organisations
- Conduct Sign-ups, as per DET guidelines, with regard to legal obligations, industrial relations, training requirements, employer & Australian Apprentice obligations including preliminary assessment for incentives
- Identify and develop strong relationships with Registered Training Organisations (RTOs) in order to work together in acquiring business
- Understand of the complete range of products offered by group training companies, ANP's and registered training providers within the relevant region
- Facilitate & assist with the organisation and operation of promotional events & functions that promote the AASN program
- Provide general advice and specific information to Australian Apprentices (including parents of under 18s) regarding Training Contracts, incentive claims, personal benefit claims and Trade Support Loan Applications
- Ensure Training contracts are completed as required to minimise return rate from the Administration Hub
- Liaise with relevant administrative staff as required
- Develop and maintain links with existing & potential Australian Apprentices to use MEGT ANP services
- Ensure that VET providers are familiar with MEGT ANP services and maintain links with training providers in the VET sector to ensure MEGT ANP is seen as their preferred provider for these services
- Contribute to increasing the commencement, retention and completion rate of Key Priority Groups including Indigenous Australians, Skills Needs Occupations, People with a Disability, Mature Aged Workers and School-based apprentices
- Understanding of both Federal and State funding initiatives and obligations
- Maintain all required data to ensure accurate and timely reporting to MEGT, DET and the STA

MEGT Position Description ANP/Apprenticeships Field Consultant

- Frequently communicate with and manage expectations of all relevant stakeholders in a timely manner
- Complete assessment of Australian Apprentices and employers to determine if In-training support is required; where required, provide tailored support plans
- Where required, organise and conduct scheduled contacts to suit the employer and/or Australian Apprentice
- Adhere to privacy legislation in the provision and sharing of information.

(Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.)

Key Performance Indicators:

- Meet sign up target as set by Field Operations Manager
- Achieve business development target as set by Field Operations Manager
- Comply with all Contract requirements as set out in the DET & STA guidelines
- Minimise Training Contract return rate below benchmark set by Field Operations Manager
- Achieve a high level of customer satisfaction - positive feedback from external clients with no serious complaints received
- Meet the number of referrals as per targets set by Field Operations Manager
- Achieve benchmarks for In-Training services set by Field Operations Manager
- Completion of contact visits as assigned
- Support the achievement of completion benchmarks

Health, Safety and Environment (HSE) Responsibilities:

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Police Check:

This position is required to undertake a **National Police Check** and any **State/Territory Working with Children Check** (where applicable). The National Police Check must be renewed every 2 years from the date of the initial check as a minimum. A clearance to work with children in connection with the delivery of AASS is mandatory.

Diversity:

MEGT is committed to welcoming and maintaining a diverse workforce, which will help us attract and retain a team of talented people to better serve our clients and improve business results.

ANP Hierarchical Organisation Chart (Apprenticeships Field Consultant)

