

---

## APPRENTICESHIP NETWORK PROVIDER DIVISION Contact Officer

---



### **Objectives of the Division:**

(MEGT) is contracted as an Apprenticeship Network Provider (ANP) to the Australian government through the Department of Education and Training (DET) to market and administer the Australian Apprenticeships Support Network (AASN). MEGT ANP offers a free service to all 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) and 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 the Australian Apprenticeship
- providing tailored support such as mentoring for Australian Apprentices and employers
- attending Workplaces to provide support prior to and during the Australian Apprenticeships

### **Objectives of the Position:**

The role of the Contact Officer provides an important support role within MEGT ANP team, it is responsible for monitoring the progress of Australian Apprentices and providing a courteous and efficient service to employers, Australian Apprentices and other stakeholders. This role will involve organising and conducting scheduled contacts, following up queries and managing administrative functions.

Energy and enthusiasm for the various programs and activities of the company should be displayed in all dealings with others. A self-starter who can efficiently manage time frames is crucial in this role.

### **Relationships:**

- Reporting to the Field Operations Manager
- Working closely with ANP field staff, administration staff and other MEGT staff as required
- Maintaining relationships with employers, apprentices and trainees as well as Government bodies and training providers

### **Dimension:**

Division: ANP  
Employees directly supervised: Nil  
Agreed outcomes: as per Key Performance Indicators

### **Selection Criteria:**

- Experience in prioritising and illustrating time management skills
- Ability to meet deadlines in a high pressure environment
- Ability to work as an individual and within a team environment
- Demonstrable previous experience in a customer service environment
- Ability to conduct this role in accordance with federal and state requirements

<b>Author:</b> Bridie Gildea	<b>Approved:</b> Bridie Gildea
<b>Position:</b> ANP General Manager	<b>Position:</b> ANP General Manager
<b>Version:</b> 2	<b>Date:</b> December 2018

### **Qualifications, Skills and Attributes:**

- Ability to organise, prioritise and illustrate time management skills
- Self motivation and self management
- Well presented with a professional, confident and friendly image
- Ability to work independently or within a team environment and be receptive to change
- Ability to deliver excellent customer service to both internally and externally
- Mature approach with tact and diplomacy when interacting with internal and external clients
- Responsibility to contribute to personal and organisational development
- Capacity to communicate with a diverse range of workplace environments
- Excellent oral communication and interpersonal skills
- Good written communication skills including accurate spelling and grammar
- Proficient and courteous phone manner
- Computer literate with a knowledge of word processing, spreadsheets and databases, MS Office suite
- Working knowledge of all monitoring requirements and timelines an advantage
- Willingness to enhance own skill base with relevant internal/external training
- Negotiation and counselling skills an advantage
- Current driver licence

### **Duties and Responsibilities:**

- Provide a courteous and efficient service to employers, Australian Apprentices and other stakeholders to monitor the progress of the Australian Apprentice in line with the Australian Apprenticeships Support Network (AASN) Guidelines
- Organise and conduct scheduled contacts, and where required, undertake within hours to suit the employer and/or Australian Apprentices
- Follow up employer and/or Australian Apprentice queries with the appropriate MEGT personnel or relevant stakeholder
- Develop and maintain systems and processes to manage administrative functions and record accurate details of all contacts into the relevant database
- Understand and maintain knowledge of the Australian Apprenticeships Support Network (AASN) Guidelines and other relevant state specific requirements.

**Note:** This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of the Department of Education and Training and/or MEGT's goals and priorities, activities or focus of the job. 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 targets as set by the Manager
- Ensure allotted tasks are performed accurately and within given time frames
- Maintain and apply the systems and processes of MEGT's ANP in an accurate and efficient manner in accordance with the Australian Apprenticeships Support Network (AASN) Guidelines.

### **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.

**Privacy Notification:**

MEGT requires personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy Act.

**ANP Hierarchical Organisation Chart (Contact Officer)**

