

**MEGT RECRUITMENT AND MANAGEMENT SERVICES**

**Team Leader**

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***Objectives of the Division:***

The Recruitment and Management Services Division:

- assists in the development of a highly skilled nation by providing education and training to Australian Apprentices
- sources employment opportunities for the benefit of the community and individuals, including disadvantaged groups
- assists governments in the implementation of programs developed and funded by them
- provides host employers with quality Australian Apprentices (inclusive of apprentices and trainees) to support their business
- provides a place of employment that is positive, rewarding, goal oriented and that recognises the achievements of both the individual and of the team.

***Objectives of the Position:***

The objectives of the Team Leader role is the leadership and development of IEC and Field Officers in line with the national strategy that has been implemented by the National Field Operations Manager; as well as the provision of the following:

- safety of all apprentices, trainees and employers from induction to completion
- GTO National Standards compliance from induction to completion
- RMS policies and procedures development and compliance
- improve customer service and strengthen host employer relationships
- ongoing reduction of non-completion rates
- ongoing & continual improvement of apprentice and trainee caseload management quality
- ongoing & continual improvement of employer management quality
- advocate for operational and behavioural change
- client/host retention, development and repeat vacancies
- employee productivity and outcomes
- maximise employee sales activity and client/host acquisition conjunction with the National Sales Manager for those direct reports with caseload capacity
- effective use of technology to drive performance
- transition away from 360 model and introduce specialist roles.

***Relationships:***

- reporting to the RMS National Field Operations Manager
- reports: Seven 360 IEC, Field Officers, relationships with all relevant internal and external managers and stakeholders

**Dimension:**

Division: RMS

Employees directly supervised: 7

Agreed outcomes: as per Key Performance Indicators

**Selection Criteria:**

- demonstrated understanding and knowledge of the Group Training model
- demonstrated understanding of the Tafe & RTO system
- ability to engage and lead team members to achieved desired outcomes
- current driver licence.

**Qualifications, Skills and Attributes:**

- relevant safety qualifications and experience
- conflict management skills
- demonstrated negotiation skills and ability to influence

**Duties and Responsibilities:**

- Demonstrate and communicate RMS's Safety targets to direct reports.
- Achieve 100% GTO National Standards Compliance.
- Achieve 100% GTO RMS process compliance.
- Lead and develop IEC and Field Officers in line with the national strategy that has been implemented by the National Field Operations Manager.
- Actively work with staff in the field to identify any additional training that is required and the subsequent implementation of training plans with all staff.
- Provide regular reporting to National Field Operations Manager to review performance against agreed measurements.
- Manage a small caseload.
- Maintain information and data captured through various CRMs.

(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:**

- Ongoing reduction in non-completion rates.
- Ongoing improvement in client/host retention, development and repeat business.
- IEC and Field Officer sales activity in conjunction with the National Sales Manager.
- Development of staff through the implementation of training plans.
- Compliance with RMS policies and procedures.
- Compliance with Group Training National Standards & all contractual obligations.
- Achieving the required WH & S targets.

***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.

***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.