



CENTRAL BUSINESS DISTRICT BUSINESS CONSULTANT AUSTRALIAN APPRENTICESHIPS SUPPORT SERVICES

Position Title:	Business Consultant (BC)
Location:	Melbourne Central Business District
Award:	As per Consortium applicable award
Classification:	As per Consortium applicable award
Employment Type:	Permanent
Time Fraction:	1.0
Reporting to:	BC Co-ordinator and Operations Manager
Direct Reports:	None

ORGANISATIONAL CONTEXT – APPRENTICESHIPS MELBOURNE:

Apprenticeships Melbourne is a consortium partnership of community-based, non-profit employment and training organisations funded by the Department of Education, Employment and Workplace Relations to deliver Australian Apprenticeships Support Services in the Melbourne Region.

Apprenticeships Melbourne is an established Australian Apprenticeships Centre (AAC) which promotes and provides Australian Apprenticeship services to employers, employees and schools. We work in partnership with other stakeholders within the industry including Registered Training Organisations, Industry Training Advisory Boards and State Training Authorities. Apprenticeships Melbourne's role is to support employers and Australian Apprentices throughout the Australian Apprenticeship from registration through to encouraging successful completion.

The Business Consultant will be employed by a member of the consortium and report on a day-to-day basis to the Business Consultant Coordinator.

POSITION OBJECTIVE:

The role of the Business Consultant is to actively promote Apprenticeships Melbourne to employers, Registered Training Organisations (RTO's), TAFE's, schools, Industry Bodies and Key Stakeholders to secure business and provide accurate information on the full range of full time, part time and school based Australian Apprenticeships.

To provide a high level of support and assistance to Employers and Australian Apprentices at commencement and throughout the apprenticeship to completion, in line with Apprenticeships Melbourne's best practices and the State and Federal guidelines.

ORGANISATIONAL ACCOUNTABILITIES:

- Work towards the goals outlined in the team's workplan as set by management.
- Meet Key Result Area, Key Performance Indicator, work plan and training plan requirements and undergo annual performance reviews.
- Contribute to the maintenance of a healthy and safe workplace by performing work in a safe manner in accordance with Occupational Health and Safety legislation.
- Comply with all Employment Focus (and relevant Training Focus) Policies and Procedures.
- Uphold the organisation's convictions with regards to equal opportunity, inclusiveness, and embracing diversity, and equity and social responsibility.
- Ensure compliance with all legislative and regulatory requirements including Privacy, Equal Employment Opportunity, Sexual Harassment and Occupational Health and Safety.

- On an on-going basis, critically evaluate all contracts and services you are responsible for, interpreting and anticipating performance trends and intervene to ensure that performance targets are met or exceeded and service standards are maintained at a high level.
- Work cooperatively with colleagues across Employment Focus, Training Focus and Apprenticeships Melbourne, internal and external stakeholders.

DUTIES & RESPONSIBILITIES:

1. Marketing/Business Development

- 1.1. Actively Market Australian Apprenticeships to employers, RTO's, Industry Bodies, Schools and any other Key Stakeholders to secure new business.
- 1.2. Provide first point of contact for key stakeholders interested in Australian Apprenticeships. Develop, implement, review and refine strategies to enhance stakeholder loyalty and promote repeat business.
- 1.3. Establish and maintain networks with RTO's, TAFE's, employer body groups, JSA's, community organisations, schools, and other key stakeholders by providing a professional and consistent service
- 1.4. Identify new Australian Apprenticeship opportunities in the labour market.

2. Client Support

- 2.1. Provide accurate advice to stakeholders on all aspects of Australian Apprenticeships.
- 2.2. Conduct initial sign-ups, contractual contact visits as required and within set timeframes.
- 2.3. Ensure collection, collation and forwarding of Training Contracts to the Administration team within set timeframes linked to Apprenticeships Melbourne's timeframes
- 2.4. Follow-up of leads within set time frames.

3. General

- 3.1 Complete sign ups out of hours/interstate where applicable
- 3.2 Ensure that monthly sign up targets(70) are met
- 3.3 Contribute to team targets and goals
- 3.4 Ensure all paperwork is completed to a high standard of accuracy.
- 3.5 Ensure KPI's are met within timeframes and parameters according to Apprenticeships Melbourne's Policy and Procedures.
- 3.6 Provide detailed fortnightly consolidated activity reports to the Business Consultant Coordinator.
- 3.7 Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Sexual Harassment and Occupation Health and Safety.
- 3.8 Adhere to Apprenticeships Melbourne policy and procedures, conflict of management plan, AASS code of conduct.
- 3.9 Actively participate as a member of the broad Apprenticeships Melbourne team by attending monthly meetings, working cooperatively with the Administrative Staff, Senior Administrative Officers and the AASS Manager.

Key Results Areas (KRA's) and Key Performance Indicators (KPI's):

KRA	KPI
1. <i>Marketing/Business Development</i>	1.1 <i>Contribute to the AM goal of 720 commencement 'sign ups' per month</i> 1.2 <i>Minimum of 70 sign ups per month (allowances being made for new staff or extended leave periods)</i> 1.3 <i>Evidence of new business identified and</i>

	<p><i>followed through:</i> TAFE contact - monthly New RTO contact - weekly Inactive employers – 2 per week Buddy visits – one per fortnight</p>
2. Client Support	<p>2.1 WPS team feedback identifies no shortfalls in contact requirement advice given at sign up.</p> <p>2.2 Respond to any phone enquiry within 24 hours.</p> <p>2.3 Sign ups, contractual contact visits and distribution forms conducted within set timeframes.</p> <p>2.4 Minimal complaints received from employers or other stakeholders</p>
3. General	<p>3.1 Error rate of no more than 2 per 100 training contracts (equates to DEEWR 98% accuracy rate)</p> <p>3.2 File notes always entered for: - TC submitted after 48 hours - Resubmitting of incorrect/incomplete TC's</p> <p>3.3 Additional forms are always accurately completed and submitted with TC - Green commencement form - Employer declaration</p> <p>3.4 Always contactable during normal business hours with prompt return phone calls to office as required</p> <p>3.5 Reports submitted fortnightly at the end of the fortnight or the morning of the next working day.</p> <p>3.6 Evidence of appropriate use of time/scheduling of appointments to maximise signups.</p> <p>3.7 Evidence of assisting other team members</p> <p>3.8 Attending all staff meetings and training days</p> <p>3.9 Staff feedback on professional demeanour at all times</p> <p>3.10 Evidence of strong relationships built between BC team members, including branch offices, CSO's WPS and Management.</p> <p>3.11 Evidence of problem solving with stakeholders</p> <p>3.12 Evidence of continuous improvement initiatives</p>

Key Selection Criteria:

Mandatory:

KSC 1	Ability and willingness to work at least one night per week after hours, as per business requirements. (Later starting or earlier finishing times will be incorporated into the weekly standard hours.)
KSC 2	Availability and willingness to work interstate for up to two days per week as per business requirements.
KSC 3	Demonstrated business development and promotional skills to secure new and repeat business.
KSC 4	High level communication/customer services skills, suited to establishing and maintaining interpersonal relationships with key stakeholders.
KSC 5	Proven ability to meet contractual, team and individual targets within a highly competitive environment.
KSC 6	Strong administrative and organisational skills, with the ability to maintain a high standard of accuracy in all aspects of paperwork.
KSC 7	Self motivation and efficient time management skills
KSC 8	Computer literate with knowledge of Microsoft Office, Internet Based Programs and email.
KSC 9	Completion of Certificate IV in Assessment and Workplace Training or higher an advantage.
KSC 10	A current Victorian Driver Licence.

Desirable:

KSC 11	Experience in employment services and/or training industry, in particular awareness of the purpose, objectives and functions of AACs.
KSC 12	A relevant qualification in sales/ marketing