

ROLE DESCRIPTION

Title	Work Advisor
Reports to	Site Manager
Location	As per Employment Contract
Employment Status	Fixed-Term Full Time to 30 June 2020
Hours	152 hours per 4 week period worked across 19 days

Primary Role Purpose

- Achieve individual and team performance targets through the engagement and support of candidates to place them into work.
- Assist and monitor candidates through an end to end recruitment process.

Role Responsibilities and Performance Requirements

Performance

- Build and manage a candidate pool through candidate assessment, resume development, skills validation, reference checking and candidate profiling.
- Work with the Business Development Officers to source, screen and place candidates into paid work including specific cohort targets.
- Source job vacancies through active business development.
- Place candidates into work experience, work for the dole, training and volunteering opportunities to develop employability skills.
- Refer candidates to external services for non-vocational interventions.
- Understand and adhere to NORTEC's Service Delivery Model and other relevant industry, legislative and contractual requirements.
- Demonstrate a willingness to work across multiple roles, programs and locations.

Service and Sales

- Contact or meet with candidate around their employment activities and opportunities.
- Provide intensive individualised support (where required).
- Provide concierge services to candidates to engage them in employment search or employment skills development activities.
- Coordinate and facilitate group job search, skill development and job hub activities.
- Identify, develop and maintain strong relationships with employers and relevant industry bodies.
- Partner with employers and government/community organisations to rapidly progress candidates into work.
- Use effective sales and marketing techniques to generate employment opportunities.
- Promote and sell all NORTEC Services including training, small business and other commercial services.

Administration

- Maintain secure candidate and employer data and records utilising customer relationship management, recruitment specific and Government business systems.
- Undertake routine office duties as required.

Communication

- Demonstrate strong communication and interpersonal skills to build positive workplace relationships.
- Use clear and constructive language, manage conflict and demonstrate the ability to motivate, influence, negotiate and network with a broad range of stakeholders.

- Ensure all written communication is in line with organisational requirements and standards.
- Contribute to team culture by actively participating in team based discussions, activities and decisions.

Personal Attributes/ Expected Behaviours

Practice and uphold NORTEC's Core Values in the execution of all duties:

- **Inclusion** – Welcome diverse backgrounds, attitudes and ways of thinking
- **Respect** – Treat others as we would like to be treated
- **Integrity** – Be authentic
- **Accountability** – Take responsibility for our actions and inactions.

Consistently demonstrate the following attributes:

- **Results Focus** – Identify what results are important and persistently focus resources to achieve them.
- **Customer Responsiveness** – Identify, understand, build relationships with, and adapt to the requirements of external and internal customers.
- **Emotional Intelligence** – Perceive, control and evaluate emotions. Demonstrate self-awareness, self-regulation, motivation, empathy and people skills.
- **Problem solving and critical thinking** – Seek to identify, define, critically analyse and resolve work problems through research and testing alternative ideas and approaches.
- **Communication** – Effectively interact and exchange information, write reports, present, assert and use appropriate commercial language.
- **Collaboration** – Influence, build relationships, manage conflicts & negotiate to produce successful outcomes.

Organisational Requirements

- Willingness to complete other duties as required.
- Adherence to NORTEC's:
 - Purpose statements and values
 - Policies and procedures
 - Safe work practices
 - Code of Conduct.
- Compliance with contractual and quality standards, codes of practice and service guarantees.
- Current motor vehicle driver's licence.
- Possess or willingness to undertake a Working with Children Check (NSW) or Blue Card (QLD) or/and AFP National Police where required.

Key Selection Criteria

Essential

1. Commercial acumen with proven ability to meet individual and organisational key performance indicators.
2. Demonstrate adaptable interpersonal and communication skills (verbal and written) with an ability to influence, motivate and to build relationships with candidates and stakeholders.
3. Ability to service customer through concierge, individual or group services or other contact methods.
4. Demonstrated capacity to undertake sales and marketing activities.
5. Strong computer skills with experience using Microsoft Office programs and database systems.
6. Ability to effectively contribute to organisational culture and performance through adherence to NORTEC's Service Delivery Model, personal attributes/expected behaviours and organisational requirements.

Desirable

1. Qualification in employment/training, retail, business or similar and/or a willingness to undertake training and development.
2. Experience in recruitment/employment services sectors, or a customer service/business environment.