



POSITION DESCRIPTION

Coordinator Mallee Mobile Service

Reports to: Manager Skills & Jobs Centre

Department: Education

Classification: PACCT 6

Location: Mildura or Swan Hill

Primary objectives

- Provide leadership and mentoring to the team delivering the Mallee Mobile service.
- Provide first point of contact to clients accessing the Mallee Mobile Service.
- Work collaboratively in a mobile, agile capacity to support the broader community to optimise client engagement.
- Record data and provide reports related to Skills First and Skills and Jobs centre KPI's.

Position summary

The Coordinator of the Mallee Mobile Service acts as the first point of contact for all clients and stakeholders for SuniTAFE's Mobile Skills & Jobs Centre service. This role will provide advice and leadership supporting the provision of a professional and relevant career advice service in the local community service landscape. The role will ensure students, employers and community remain informed on Mallee employment and training trends.

The incumbent's tasks will include the development and administration of a visitation schedule, maintenance of an up to date event calendar, making and following up appointments, reporting on performance data as well as working closely with other customer service operations as required.

The incumbent will be required to plan, coordinate and attend events within the Mallee Region. Providing information and guidance to all clients utilising the mobile services whilst representing SuniTAFE's Skills and Jobs Centre in a professional manner.

The role requires the incumbent to be engaging, motivated professional with excellent interpersonal negotiation skills when dealing with a wide range of internal and external stakeholders. They will possess high levels of energy, the ability to build trust, possess high levels of integrity, understand and comply with confidentiality and privacy standards.

Key responsibilities

Provide leadership and mentoring to the team delivering services as part of the Mobile Campus.

- Co-ordinate delivery of Skills and Jobs services for the Mobile Campus.
- Plan, develop and research resources for internal/external projects to support the Mallee Mobile Service for internal and external clients.
- Contribute to the continuous improvement and strategic direction of SuniTAFE by providing specialist consultation for the development of policy, process and procedures within the Skills and Jobs Centre.
- Participation in the TAFE Network meetings including networking/visits with Skills and Jobs Centres and other TAFE Career Centres to ensure best practise principles are being maintained.
- Encourage a supportive environment for students and clients to seek out course and pathway information and access to institute services.

Provide first point of contact to clients accessing the Mallee Mobile Service.

- Provide comprehensive information and excellent customer service to internal and external clients about the services available and when necessary, assist client to access these services.
- Provide accurate advice and work collaboratively with all stakeholders engaging with the Mobile Campus.
- Acknowledge and provide for the career development needs of clients with special needs or considered educationally/vocationally at risk, such as disabilities, engaging in a case management approach for those students who require it.
- Within the bounds of delegated authority and guidelines of SuniTAFE's policies and procedures, investigate and attempt to solve customer's requirements/enquiries, which may be complex in nature.
- Engage with clients by conducting outbound and inbound calling activities utilising the Student Management System data to engage and re-engage clients as required.
- Actively follow up on Skills and Job Centre enquiries generated as a result of engagement activities, events and seek to convert enquiries to student enrolments.
- Work closely with the Customer Service team to assist in handling course enquiries and/or other support.

Work collaboratively in a mobile, agile capacity to support the broader community to optimise client engagement.

- Schedule appointments for clients with key stakeholders and provide a central coordination point for other daily activity.
- Consult with the key stakeholders in obtaining regular updates on local labour market needs.
- Establish a referral service directory for use by Reconnect, Student Services, Apprenticeship Support officer and Client engagement officers across SuniTAFE campuses.

Record data and provide reports related to Skills First and Skills and Jobs centre KPI's.

- Design, implement and report on career services provided by the Mallee Mobile Service

- Provide accurate recording, retrieval and storage of client information in relation to the Mallee Mobile Service KPI's into the relevant data management system and other manual records, as appropriate.

Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Maintain awareness and comply with the Victorian Government's Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- 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 classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

- Diploma or Bachelor level qualification in Career Development or a Diploma in Business with substantial experience in career development, or employment services.
- Skills in communicating and liaising at all levels of the organisation.
- Ability to build capacity and share knowledge.
- Knowledge of the VET sector and SuniTAFE policies and procedures.

- Knowledge of external community services providers.
- Excellent written and verbal communication and presentation skills to ensure tasks are performed to a professional standard.
- Proven analytical and problem solving skills.
- Ability to prepare high level written reports, case studies and analyse data.
- Ability to work with minimal supervision and exercise good judgement.
- Strong organisational skills to managed time efficiently and work load.
- Intermediate computer skills and knowledge including Microsoft Office and SMS.
- Customer Service focused with ability to take initiative to resolve problems and issues within bounds of delegated authority.
- Ability to maintain confidentiality.
- Adherence to Public Service Code of Conduct and SuniTAFE values.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Engagement & Retention Officer • Client Engagement Officers • Skills Recognition Team • Manager – Community and Industry Engagement 	<ul style="list-style-type: none"> • Industry/Business • Referral Partners • Government bodies • Learn Locals • Schools

Organisational environment

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura, Swan Hill, Horsham and Robinvale, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of

courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Key selection criteria

- Diploma or Bachelor level qualification in Career Development or a Diploma in Business with substantial experience in career development, or employment services.
- Skills in communicating and liaising at all levels of the organisation.
- Ability to build capacity and share knowledge.
- Ability to work with minimal supervision and exercise good judgement.
- Knowledge of the VET sector and SuniTAFE policies and procedures.
- Knowledge of external community services providers.
- Excellent written and verbal communication and presentation skills to ensure tasks are performed to a professional standard

The successful candidate will be required to provide successful criminal record and working with children checks.

Recommended	Approved	Acknowledged
<hr/> Shauna Picken Manager, HR Services	<hr/> David Harris GM, Operations	<hr/> Incumbent
Date:		