

POSITION DESCRIPTION

POSITION TITLE:	Team Leader – TtW
LOCATION:	Various
REPORTING TO:	Business Manager – TtW
DEPARTMENT:	Transition to Work

PURPOSE STATEMENT

The primary purpose of this position is to motivate, mentor and inspire team members to create education or employment opportunities that result in long term sustainable outcomes for BUSY At Work's Transition to Work participants while assisting and supporting the Business Manager with day to day operations. The role will have a particular focus on outcomes for participants by driving performance and providing support, at the direction of the Business Manager to the Transition to Work sites locations.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Business Manager – Transition to Work

PRIMARY DUTIES

- Recognise staff knowledge gaps and advise the Business Manager.
- Collaborate with Business Manager to develop solutions to address knowledge gaps.
- Complete reports as required by Business Manager
- Drive performance and support staff to meet KPI and business targets
- Provide team leadership and coaching for staff
- Motivate, mentor and inspire team members
- Lead by setting a good example
- Regular Quality checking of contractual requirements
- Facilitate problem solving and collaboration
- Escalate issues to the Business Manager in a timely manner
- Achieve KPIs linked to participants outcomes
- Ensure tasks are appropriately delegated and managed
- Monitor daily placement, engagement and PPS activity and effectively manage any outstanding claims and relationships between the site and the centralised claims unit.
- Conduct regular file audits
- Develop relationships with key stakeholders including but not limited to Employers, Group Training Organisations and RTO's in order to create sustainable employment/apprenticeship opportunities for Participants
- Develop innovative solutions in conjunction with the Business Manager
- Engage with participants to maximize their success and participation in work activities; including but not limited to taking them to interviews, workplace visits, etc.
- Sourcing vacancies that meet the needs and requirements of our participants
- Marketing and business development activities that secure vacancies that will provide sustainable outcomes for our job seekers
- Fulfil additional roles and responsibilities as assigned by Business Manager
- Promote BUSY At Works suite of products and services to key stakeholders

KNOWLEDGE, SKILLS & EXPERIENCE

- Proven capacity and ability to lead, inspire, motivate, influence, and develop people
- Capable of managing and delivering multiple tasks and priorities
- Demonstrated ability as a team with a "Roll up your sleeves" mentality
- Excellent relationship building, business development and marketing skills
- Ability to understand the recruitment needs of our clients and job seekers
- Prior experience within the Employment Services sector highly regarded
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes
- Excellent communication, time management and relationship management skills
- Demonstrated ability to work as a member of a team
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations
- Positive approach to a continual changing work environment and continuous improvement
- Strong client focus and desire to be a part of a growing, high achieving, successful service organisation
- Ability to operate in a highly ethical manner
- Flexibility to work across multiple sites at as moments notice



QUALIFICAITONS

- Minimum two years' experience in leading small teams, preferably within the employment sector

KEY DIMENSIONS

N/A

WORKING RELATIONSHIPS

N/A

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____