



Customer Service Consultant Apprentice Success

Portfolio/Faculty	Engagement & Support
Department/Workgroup	Apprentice Success
Position No.	
Reports to:	Manager Apprentice Central
Classification	PACCT Level 5
Direct reports:	Not Applicable
Date:	June 2024

Portfolio/Faculty Overview

The Engagement and Support portfolio provides a range of Institute wide services that promote student engagement, success and foster a positive Holmesglen experience. The portfolio consists of a range of departments that support the student journey from pre-enrolment to graduation. Departments include:

- Apprentice Central
- Apprentice Success
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Recruitment
- Student Engagement and Equity
- Student Wellbeing

Department/Workgroup

Apprentice Success operates as a dedicated department responsible for delivering comprehensive support, guidance, and advisory services to both apprentices and employers throughout Victoria. Through our strategic collaboration with the Victorian TAFE network, we ensure consistent provision of these essential resources directly within the apprentice's educational environment.

About the Role

The role of the Apprentice Success Customer Service Consultant is to provide comprehensive support to both apprentices and employers throughout their apprenticeship journey. This involves recognising and addressing the unique needs and diverse requirements of each apprentice, ensuring a tailored and effective support system.

Key Accountabilities

- 1 Lead the strategic development, implementation and optimisation of streamlined processes and systems to ensure the efficient management of Apprentice assessment, contract sign-up, and enhanced support services.
- 2 Drive the attainment of Key Performance Indicators for Apprentice Success through meticulous database management, ensuring the accurate collection, input, and dissemination of critical data to key stakeholders in alignment with contractual and operational imperatives.
- 3 Provide confidential and efficient administrative support to the management, staff, and stakeholders of Apprentice Success, encompassing:
 - Effective management of information processing with exceptional attention to detail, in the ADMS portal.
 - Seamless coordination with subcontractors to facilitate seamless sign-up processes and bolster support mechanisms for apprentices and employers across Victoria.
 - Timely and accurate administration of apprentice and employer financial incentive claims maintaining stringent compliance requirements.
- 4 Serve as the primary point of contact for all interactions related to Apprentice Success, delivering exceptional customer service via telephone and face-to-face interactions, offering comprehensive information and guidance with professionalism and expertise.
- 5 Cultivate collaborative relationships with internal staff and external clients within the TAFE network, actively contributing to the development of tailored solutions for operational and administrative challenges, thereby driving organisational efficiency and effectiveness.
- 6 Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
- 7 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 8 Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards to ensure that departmental operations comply with Occupational Health and Safety legislation.

Key Selection Criteria

- 1 Extensive experience in a complex, multi-disciplinary environment, including the establishment and maintenance of efficient processes and procedures and meticulous record-keeping practices within organisational policies and meeting contractual obligations.
- 2 Exceptional customer service skills, evidenced by the ability to address enquiries promptly and courteously, while maintaining diplomacy and cultural sensitivity.
- 3 Profound organisational prowess, characterised by proactive problem-solving, accountability and technical experience with the capability to operate autonomously.
- 4 Established proficiency in time management, with a track record of meeting stringent deadlines, attaining objectives, managing competing priorities and work schedules demonstrating high level of accuracy and attention to detail.
- 5 Proficient utilisation of MS Office suite, internet-based applications, and adeptness in database management software. Demonstrated understanding of customer relationship management systems is imperative.

Qualifications & Knowledge

Mandatory

- Diploma of Business Administration or similar tertiary qualification in business, administration or related field, and relevant work experience in the apprenticeship sector.
- Current Working with Children Check.

Knowledge

- Understanding of business communication, contemporary office management practices and procedures and the latest business and office technology.
- Knowledge of:
 - office based software, database management software and associated procedures.
 - policies and procedures related to the apprenticeship administration and rights and responsibilities of students would be advantageous.
 - policies and procedures related to compliance requirements in the apprenticeship and training sector would be advantageous.
- Understanding of the application of quality management systems and continuous improvement processes.

Skills and Experience

- Experience with all aspects of office management and administrative operations in a complex, multi-disciplinary environment.
- Setting priorities in an environment of competing demands whilst demonstrating and maintaining a high level of accuracy and attention to detail.
- High level organisational, technological, and administrative skills including the ability to organise tasks to ensure that key service priorities are met.
- Ability to work independently and/or coordinate work effectively and collaboratively in a team environment.

Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, Drummond Street, City, Moorabbin, North Melbourne, Glen Waverley and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. holmesglen.edu.au

**We uphold our
ASPIRE values**



AMBITION



SCHOLARSHIP



PASSION



INTEGRITY



RESPECT



EXCELLENCE