

## POSITION DESCRIPTION

<b>Portfolio:</b>	Employment
<b>Position Title:</b>	Service Delivery Manager
<b>Grade:</b>	5.1
<b>Reports to:</b>	Senior Manager Employment Services

## AMES Australia

For over 70 years AMES Australia has supported new and recently arrived refugees and migrants to settle in their new life in Australia. AMES works with new arrivals and also with the community, business and government to develop sustainable and effective settlement solutions for the Australian community.

## Vision of AMES Australia

'Full participation for all in a cohesive and diverse society'

## Primary Focus/Purpose of the Role

To research, create, maintain and drive industry specific relationships with Employers, Hosts and Registered Training Organisations as well as employer groups, to create sustainable employment & training opportunities for AMES Australia clients.

This position will provide labour market information to AMES Australia employees (including work for the dole) to ensure growth in employment opportunities through referrals, placements and outcomes as well as setting best practice in employer relationship management. This role has a strong focus on KPIs and Performance.

## Primary Duties and Responsibilities

- In conjunction with the Senior Manager Employment Services, contribute to the development of and implementation of Employment performance plans, business development strategy and relevant budgets.
- Manage and monitor the Site's performance in relation to the Workforce Australia (WA) licence, Inclusive Employment Australia (IEA) licence, and/or Employment Service licence requirements, including identifying, proposing and implementing workable solutions to resolve issues that may impact on the area's ability to achieve performance targets.
- Research and maintain labour market information and report on trends, market shifts, and analyse the impacts that apply locally.
- Monitor and analyse data and report on KPI for the Site / employees and implement additional measures / solutions, as appropriate, to address any KPI shortfalls.
- Check purchase requisitions to ensure the requested expenditure meet the relevant policy and guidelines from AMES and the relevant Government Department before approving the purchase order to be released.
- Manage and monitor financial performance indicators and Site budgets, ensuring that expenditure is within budget and revenue meets or exceeds budget.
- Constructively deal with escalated service issues, including any involving clients, in a timely manner.
- Provide leadership, guidance and advice to frontline Site employees to ensure the Site operates effectively and in accordance with contractual and funding requirements.
- Build and maintain strong working relationships with stakeholders including AMES Australia services, employers and employer groups, and training providers.
- Track AMES Australia clients' earnings against Employer report of earnings on a fortnightly basis and report under declaration of earnings to the Department.
- Manage client services including communications, information on training and career progression, CV preparation, recruitment cycle, screening, interview processes and benefits information.
- Utilise various techniques, media formats and networking opportunities to promote AMES Australia's services to specific Industries, stakeholders, clients, community organisations and potential employers
- Oversee the delivery of effective employment services throughout the recruitment and client management cycles, including supported job interviews, job search, industry information sessions, and job clubs.

- Ensure all administrative, IT, non-compliance, and compliance tasks in relation to vacancies, placements, work for the dole, traineeships and apprenticeships are entered accurately into and the relevant Government and/or non-government software systems.
- Manage the Site operations to ensure a safe system of work is maintained and reviewed regularly as required by WHS requirements.
- Actively operate in a manner that improves the customer experience.
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework.
- Comply with relevant WH&S legislation, the AMES Australia WHS Policy and Procedures at all times.
- Comply with all relevant AMES Australia Policies and Procedures and proactively identify and recommend areas for improvement to the manager as appropriate.
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role.

### Key Contacts

- Internal:** Employment employees, Senior Manager Employment Services, General Managers / Senior Managers across AMES Australia
- External:** Employers, Industry Associations, Community Services Organisations, Community Organisations, Government Departments, Partners and Sub-contractors, Work for the Dole Coordinators, relevant Government Departments, Registered Training Organisations, WFD and PaTH Hosts

### Qualifications and Experience

- Mandatory:** Minimum of a Diploma in Commerce, Arts, Business, Social Sciences or related field; and/or Minimum 3 - 5 years' industry business experience
- Desirable:** Degree in Commerce, Arts, Business, Social Sciences or related field  
Previous experience in Workforce Australia, JSA, jobactive, DES, Recruitment or Labour Hire will be highly regarded  
Demonstrated people management skills

### Knowledge and Skills

- Demonstrated ability to develop high performing teams, coach, mentor and manage employees as well as operate as an effective team member
- Demonstrated local labour market and industry knowledge and experience as well as a demonstrated knowledge of labour market trends
- Proven track record of achieving results and KPIs
- Excellent interpersonal and communication skills (both written and verbal), including the ability to build and maintain relationships with stakeholders as well as negotiate and resolve conflict
- Strong analytical and interpretation skills (with a focus on attention to detail), in order to provide accurate advice in accordance with contractual requirements
- Intermediate Microsoft Office skills, including the ability to upload and format online information and websites
- Demonstrated personal integrity and respect for confidential information
- High level of initiative and ability to work independently
- Flexibility and ability to adapt in a dynamic environment

**Other Relevant Information**

- Staff Responsibilities – Operational employees
- Operate in accordance with the Schedule of Financial Delegations.
- Budget Responsibilities – Delegation of Authority determined by the GM & CEO
- Applicants for the position must have the right to work in Australia.
- Offers of employment will be subject to a satisfactory Police Check.
- A current valid Driver's Licence will be required for this role.
- It is a mandatory requirement for the position holder to have and maintain a current Working With Children Check (for employment purposes).
- Incumbents must hold appropriate pre-employment check requirements for working in the aged care and disability sectors – such as NDIS Screening Clearance and/or Vulnerable Persons' Check.

*AMES Australia is an Equal Employment Opportunity Employer and abides by the Occupational Health and Safety Act. AMES Australia is committed to and believes in gender equality, and promotes a work environment where inclusion and diversity are valued and where people across all of AMES are involved, supported, respected and treated fairly.*

*For HR reporting purposes only: ANZSCO Code - 139999*

**Electronically Signed by the Employee:**

Name: [\*SignatureOBStarter]

Date: [\*SignedDateOBStarter]