



POSITION DESCRIPTION

Position Title:	Employment Broker
Department:	Employment Services

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our Job Seekers. This is achieved by working with our Job Seekers to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

This role is responsible for developing new and sustaining current business growth through the identification of opportunities within the Employment Region for employment outcomes.

Success will be dependent upon establishment of strong partnerships with employers and industry stakeholders and identifying and responding to employer/industry needs with a tailored suite of services.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

Key Relationships

Internal	<ul style="list-style-type: none"> Central Monitoring Unit members Assessment Consultants Trainer and Assessors Business Development Consultants
External	<ul style="list-style-type: none"> Industry stakeholders Businesses Employer associations

KEY RESPONSIBILITIES / DUTIES
Business Development
Develop new business growth through the identification of opportunities within the employment region for industry partnerships which will secure employment opportunities for job seekers.
Prepare and execute presentations, proposals and Service Level Agreement's (SLAs) , and participate in negotiations with new and existing employers to achieve growth objectives.
Build partnerships with business and industry, including facilitation of industry meetings, targeted campaigns, and design of customised solutions.
Identify employment growth areas, skills shortage and seasonal employment opportunities and develop a schedule of employer visits that are to occur.
Job seeker servicing
Manage a caseload of job ready job seekers with aim of finding and matching them to employment solutions.
Conduct one on one job seeker interviews to understand barriers to employment and refer to suitable employment when job ready
Provide placed job seekers with post placement support services to support sustainable employment.
Manage vacancy enquiries from job seekers and candidates.
Provide assistance to job seekers on methods to secure employment, including improving resume, guidance on interview skills and career and labour market information.
Develop and facilitate industry specific Work First Programs.
Employer / industry relationship management
Conduct business needs assessment to build a profile of a client organisation, including current vacancies, recruitment challenges and future opportunities.
Partner with other employment service providers (RTOs, group training, ACTS, Labour Hire) to satisfy employer requirements
Work closely with employers and offer a range of services that are customised to employer needs.
Partner with peak industry association bodies and prepare industry specific programs and activities to target relevant needs.
Conduct needs analysis for employers and clients and tailor services accordingly.
Provide total recruitment, onboarding and induction solutions to industry, including post placement support services.
Administration
Comply with Department guidelines as they relate to a diverse range of cohorts
Address and rectify post placement support issues as identified. Utilise employer incentives / subsidies to secure employment opportunities for our job seekers.
Maintain privacy and security of all records according to the Social Security and Privacy Acts
Maintain and update IT systems to support all activities undertaken.
Provide progress reports to Team Leader on KPIs and "pipeline" activities.
Correctly document information in accordance to the Employment Services contract, guidelines, Key Performance Indicators and MADEC Work Instructions.
Corporate responsibilities
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

Qualifications and Experience:

	Essential	Desirable
Qualifications	Drivers Licence Working with Children or DCSI check National Police Check	Certificate IV in Employment Services
Experience:	Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers	A demonstrated background in B2B consultative sales
Skills:	Understand market and industry players and requirements across Employment Region. Robust and persistent approach to identify and secure new business Demonstrated results in securing new business Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age) Demonstrated computer literacy and data management skills High level interpersonal and communication skills Strong organisational and time management skills	

Competencies *All employees must:*

Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

Competencies	<i>Employment Brokers must:</i>
Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p> <p>Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</p>
Resilience	<p>Deal effectively with pressure and stress.</p> <p>Maintain focus and intensity and remains optimistic and persistent, even under adversity.</p>

Trust, Honesty and Accountability

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

Competency

- Accountability
- Communication
- Integrity

The actions:

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

Dignity and Respect

The right of each and every person to be treated with respect and dignity.

Competency

- Integrity
- Communication
- Team Work

The actions:

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

Initiative and Creativity

The initiative and creative potential of individuals and the contribution they can make to MADEC.

Competency

- Adaptable
- Customer focus
- Team Work

The actions:

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

Growth and Development

The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide a culture that supports continual learning.

Quality and Continuous Improvement

The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

Competency

- Adaptable
- Integrity
- Customer focus

The actions:

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

Economic, Social and Environmental Sustainability

The principles and practices of economic, social and environmental sustainability.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

Role Description reviewed by:

Employee Name:	[]	Title:	[]	Date:	/ /
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Employee acknowledgement of Position Description:

Employee Name:	[]	Signature:	[]	Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.