



Department	Workforce Australia (WAS)
Title	Employer Engagement Officer
Created	1 Apr 2022
To be Revised	1 Apr 2025

Role Title	Employer Engagement Officer
Job Type	As per Employment Contract
Work Hours	As per Employment Contract
Award	The Labour Market Assistance Award 2020
Classification	Employment Services Officer Grade 2
Location	As per Employment Contract
Manager	Site Manager
Direct Reports	Nil

Our Values

- **Respectful:** We embrace diversity and provide an inclusive workplace
- **Accountable:** We take ownership of our decisions and our actions
- **Ethical:** We act with honesty and transparency
- **Sustainable:** We seek ways to minimise our impact on the environment
- **Engaged:** We empower and support others to make decisions

1. Principal Function

The Employer Engagement Officer is responsible for delivering high level customer service through an account management model. The Employer Engagement Officer will be the localised point of contact of all established and new employer relationships and drive the marketing of Workways Employment Services and customers to employers.

2. Areas of Responsibility

Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.

2.1 Culture

- Adherence to Workways Values and Code of Conduct

2.2 General Responsibilities

- Work with Employers and industry to understand their businesses and staffing needs.
- Vacancy management and matching vacancies to customers.
- Visit Employers on the work site to reverse market customers to available jobs.
- Market customers to Employers using all available means of support including wage subsidies where appropriate.
- Facilitate small groups of customers to understand their employment goals.
- Coach customers to ensure they are interview ready.
- Broker ongoing sustainable employment opportunities for customers.
- Assess and broker suitable work experience and internship opportunities.
- Maintaining Department IT systems and internal data base of all vacancy management and employer relationships.
- Work within Workways business rules for Employer Engagement.

2.3 Compliance

- Adherence to all Workways policies, frameworks, processes and procedures.
- Adherence to all statutory obligations and requirements such as, but not limited to:
 - Workplace Health and Safety



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- Privacy and Confidentiality
- Employment Services Code of Practice and Service Guarantees
- Anti-discrimination Legislation
- Compliance with all standards and accreditations required under funding deeds and contracts.

3. Key Relationships

3.1 Site Manager

- The Employer Engagement Officer is responsible to the Site Manager for accomplishing the work areas outlined in this role description. All work is to be accomplished with accuracy, within prescribed milestones and in accordance with Workways policies and procedures

3.2 Workways staff

- The Workforce Australia team works in synergy with other departments to deliver excellent customer service and solutions in accordance with agreed engagement protocols and processes.
- The role has key relationships with the following departments:
 - Disability Employment Services
 - Corporate Services
 - Youth and Community Programs

3.3 Customers

- The Employer Engagement Officer is required to professionally engage with Workways customers on a day-to-day basis using the most appropriate methods of customer support and communication.
- Any sensitive information collected during performing your duties is to be used only for the purpose for which it was collected.

3.4 External stakeholders

- Employers
- Business leaders
- Community organisations
- Government departments

4. Key Competencies

- Leadership
- Sales capability
- Stakeholder Engagement & Customer Service
- Coaching & mentoring
- Results Focused
- Attention to Detail
- Teamwork
- Adaptability
- Communication skills (written & verbal)

5. Performance Indicators

- Achieve agreed job placement targets
- Employer engagement levels
- Conversion from placement to outcomes
- Comply with Quality Assurance Framework principles for Employment Services.

6. Key Selection Criteria

6.1 Administration and support

- Intermediate Information Technology and administration skills.



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- Demonstrated skills and experience in Microsoft Office applications including Excel, Word, Outlook and PowerPoint.

6.2 Customer service skills

- Experience in providing support to customers experiencing disadvantage and an understanding of working with people with complex social and employment barriers
- A high degree of professionalism, integrity and confidentiality when liaising with internal and external customers.
- Demonstrated ability to effectively communicate both orally and in writing with internal and external customers.

6.3 Interpersonal skills

- Sound knowledge of the local labour market and the strengths and weaknesses of the region.
- The ability to work as part of a team to achieve set goals.
- Experience working in a sales or marketing environment
- Demonstrated ability to effectively facilitate small groups.
- Capacity to work independently with minimal direction and collaboratively in a team environment.

6.4 Compliance

- Proven ability to work within a contractual compliant environment.
- A proven track record of achieving performance targets and time management skills to meet deadline.
- Demonstrated understanding of integrated Risk Management and WHS processes and systems, and the relationship to the position.

7. Position Requirements

7.1 Essential

- Criminal History check
- The Right to Work in Australia
- Working with Children/Vulnerable People Check
- Current valid driving licence
- Occasional travel
- High level competence in Microsoft suite

7.2 Desirable

- Qualifications or equivalent experience working in Employment Services or sales/marketing industries.

8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (frequent)
- Light Lifting/carrying (intermittent)
- Driving (frequent)

Key:

Intermittent: Activity may be required very infrequently

Occasional: Activity required occasionally, not necessarily every day

Frequent: Activity required most days, up to 50% of the time

Continuous: Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.



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I have read and understand what is required of me to be successful in the role.

Employee Name		Signed on behalf of Workways (insert name)	
Signature		Signature	
Date		Date	