



## Job Description Senior Client Engagement Officer (Industry Liaison) Level 5

**Position Number** 10001975

**Branch** Jobs and Skills Centre

**Location** Northbridge

**FTE** 1.0

**Agreement/Award** *Government Officers' Salaries, Allowances and Conditions Award 1989*  
*Public Sector CSA Agreement 2024 or as replaced*

**Leadership context**

[Leading Others \(Knowledge\)](#)

**Reporting Relationships**

*Reports to:*

Manager Jobs and Skills Centre, Level 7

*Direct Reports: Nil.*

*Indirect Reports: Nil*

### Key Role Statement

The Jobs and Skills Centre is a service offering free career, training and employment assistance as well as partnerships with industry. The Centre is a one-stop-shop for anyone looking to improve their skills and job prospects – including students, jobseekers and career changers. It will provide a culturally responsive service to Aboriginal people. The Jobs and Skill Centre will also engage with the local community and industry to help build local prosperity.

The Senior Client Engagement Officer (Industry Liaison) works with industry and employers to implement strategies and assist them to develop their workforce through recruitment, retention and skills development in alignment with government priorities.

The Senior Client Engagement Officer (Industry Liaison) provides advice to the TAFE on current and emerging skills needs of industry and business. The Officer encourages employers to provide apprenticeship/traineeship and other work opportunities to jobseekers and graduates.

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## Key Responsibilities

- Delivers high level advisory services to industry and employers regarding recruitment, workforce development and Aboriginal employment including referral, coordination and facilitation of appropriate training pathways and support services.
  - Is responsible for accurately recording service delivery using the CRM.
  - Keeps up to date with government employment and training priorities and applies them to service delivery.
  - Fosters collaborative working relationships between staff of the Jobs and Skills Centre (JSC) and co-located contracted service providers.
  - Facilitates information sharing and client referrals between individual JSCs and with/to other service providers as appropriate.
  - Demonstrates a commitment to Work Health and Safety laws, Public Sector Standards and Equal Employment Opportunity principles.
  - Behaves and formulates decisions in line with the Public Sector Code of Ethics, NM TAFE Code of Conduct and NM TAFE Values.
  - Other duties as required.
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## Our Values



Respect



Integrity



Student centred



Accountability



Innovation



Professionalism

## Our Culture

The idea of a culture of caring encompasses many things: leaders caring about employees, employees caring about each other and students, and employees caring about why we do what we do.

Caring focuses on building relationships and mutual trust in a collaborative and welcoming workplace where people help and support one another while demonstrating an agreed set of values. Part of your role is to nurture a caring culture.

## Our Leadership Expectations

We believe everyone is a leader, whether leading a team, a technical function, or leading themselves. Our people embrace the expected mindsets and behaviours in [Building Leadership Impact](#). We support growth in ways that suit development goals, whether that means excelling in your current role or progressing your career.

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## Selection Criteria

### Essential

1	Qualification or related work experience in human resources, recruitment or business development.
2	Demonstrated ability to develop strong and productive partnerships with stakeholders to develop and implement initiatives.
3	Highly developed problem-solving skills and the ability to identify issues and recommend appropriate strategies.
4	High level written and interpersonal skills for consulting, networking and building relationships.
5	Demonstrated ability to work autonomously and in a team environment.

### Other Requirements

- May be required to work from any TAFE campus location.
- Will be required to undertake a Working with Children Check and a National Police History Check.
- Hold the Certificate IV in Career Development or be willing to work towards it.
- Hold a current C-class Driver's Licence

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**Certification**

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

**Business Area Director**

Name Kim Hansen  
Date 30 May 2024

**Delegated Authority**

Name Kelly Edwards  
Date 30 May 2024

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