



## Job Description Senior Client Engagement Officer (Industry Liaison) 50D Level 5

**Position Number** 10002265

**Division** Organisational Services

**Branch** Jobs and Skills Centre

**Location** Various Campus

**FTE** 1.0

**Agreement/Award** *Government Officers' Salaries, Allowances and Conditions Award 1989*  
Public Sector CSA Agreement 2021 or as replaced

**Leadership context**

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

**Reporting Relationships**

*Reports to:*

Manager Jobs and Skills Centre, Level 7

*Direct Reports: 0*

*Indirect Reports: 0*

### 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 Skills 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.

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

### Key Responsibilities

- Delivers high level services to industry and employers regarding recruitment, workforce development and Aboriginal employment.
- Is responsible for accurately recording service delivery using the CRM.
- Fosters collaborative working relationships between staff of the Jobs and Skills Centre and co-located contracted service providers.
- Facilitates information sharing and client referrals between individual JSC's 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.
- Undertakes other duties as directed.

## 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.

## Selection Criteria

### Essential

1	Aboriginality (under Section 50D of the Equal Opportunity Act).
2	Demonstrated ability to develop strong and productive partnerships with stakeholders to develop and implement initiatives.
3	Ability to successfully plan, develop and manage projects.
4	Highly developed problem-solving skills and the ability to identify issues and recommend appropriate strategies.
5	High level of written and interpersonal skills for consulting, networking and building relationships.
6	Demonstrated ability to work autonomously and in a team environment.

### Other Requirements

- May be required to work from any College campus.
- Will be required to undertake a Working With Children Check.
- C Class Drivers' Licence.

The filling of this position has been quarantined to Aboriginal and Torres Strait Islander people. This is an Aboriginal employment initiative that contributes towards improving and increasing Aboriginal and Torres Strait Islander employment outcomes at NMTAFE, an action under NMTAFE's Reconciliation Action Plan.

## Certification

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

### Business Area Director

Name

Date

### Delegated Authority

Name Kathleen Franklyn

Date 12 November 2025