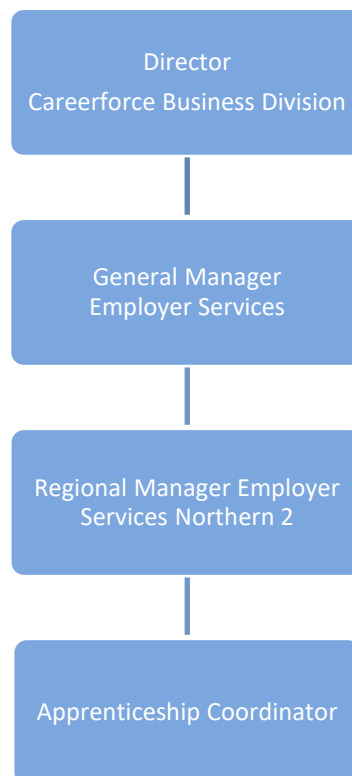


**Role:** *Apprenticeship Coordinator*

<b>Department:</b>	Employer Services Northern 2
<b>Reports to:</b>	Regional Manager Employer Services Northern 2
<b>Reports:</b>	Nil
<b>Location:</b>	Auckland
<b>Grade:</b>	G12
<b>Financial Delegation:</b>	Nil
<b>Date:</b>	September 2022



## About Careerforce

Careerforce is a business division of Te Pūkenga Work Based Learning Limited, a subsidiary of Te Pūkenga. We support employers across New Zealand to run workplace training programmes for the health, mental health, aged care, disability, social services, youth work, cleaning and pest management sectors. We provide quality accessible and flexible programmes that allow staff to achieve nationally recognised qualifications on the job.

## What you'll do

The purpose of the role is to provide support to Careerforce clients in conjunction with the Employer Services team, Careerforce Apprenticeship Advisers (CAA), the Client Systems & Services Team (CSST), and other areas of Careerforce as required. The role works closely with CAAs to provide support to apprentices and perform coordination tasks to ensure consistent communication with stakeholders.

### Activity: Workplace Support Assistance

Respond to apprenticeship enquiries from workplaces.  
 Contribute to developing and maintaining effective relationships with employers and apprentices.  
 Provide coordination and organisational support to hub meetings, workshops, and training events.  
 Order and distribute Chromebooks.  
 Attend engagement meetings and graduations where appropriate.

### Performance Measures:

- Evidence of positive internal and external stakeholder feedback.
- All administration tasks are completed to a high standard including accuracy and efficiency standards.

### Activity: Relationship Management - Apprenticeships

Manage a portfolio of contracted clients within a region.  
 Support regional cross sector development and relationships.  
 Establish a pastoral care visit and call schedule.  
 Complete timely reviews of contracts, inactive trainees,

### Performance Measures:

- Clients receive timely and accurate information to help them make good on-the-job training decisions.
- Pastoral care obligations are completed in line with TEC expectations.

terminations, and deferrals.

### Activity: Assessor, Verifier and Educator Support

### Performance Measures:

Work with the other Careerforce staff to support initial and ongoing development of assessors and verifiers.

- Assessors are informed and active.

Work with other Careerforce staff to support workplace education and educators.

### Activity: Client Service

### Performance Measures:

Respond to client phone and email queries.

Proactively respond to client needs.

Collate and pass on customer feedback that informs and improves Careerforce business planning and service provision.

Assist other team members and provide coverage where necessary to ensure team customer service levels are constantly maintained.

Proactively attain knowledge of current and new qualification pathways and associated processes or criteria for entry.

- Evidence of positive internal and external stakeholder feedback.
- Feedback processes are developed and implemented.

## Person specification

### Education / Qualifications / Training

A qualification at NCEA Level 4 or above (or equivalent).

A tertiary qualification relevant to the health and disability, social services or education sectors would be desirable.

### Experience (*Essential*)

Extensive and recent experience in one or more of the following sectors is essential: health, aged care, disability, mental health, or social services.

Experience in engagement with employers or stakeholders.

Strong customer service skills with good problem-solving ability.

Experienced at dealing with a diverse range of people.

	Proven ability to meet agreed targets.
<b>Experience (<i>Desirable</i>)</b>	<p>Links with organisations and agencies in the health and disability, aged support, or social services sectors.</p> <p>Experience in developing and monitoring plans.</p> <p>Knowledge of the role and function of the TEC NZQA, TITOs and Careerforce.</p> <p>Database experience.</p> <p>Experience in marketing and communication.</p>
<b>Skills</b>	<p>Initiative and the ability to anticipate the needs of others.</p> <p>Strong analytical and decision-making skills.</p> <p>Ability to build and maintain positive relationships and work constructively with others.</p> <p>Excellent written, oral, and listening skills.</p> <p>Computer literate and working knowledge of email, internet, and MS applications especially Word and Excel.</p> <p>Strong attention to detail.</p> <p>Demonstrates a commitment to the principles of Te Tiriti o Waitangi.</p>
<b>Attributes</b>	<p>Excellent interpersonal skills.</p> <p>Flexible and adaptable to change.</p> <p>Has a strong commitment to the provision of excellent customer service.</p> <p>Uses communication approaches that are effective, appropriate and influence others.</p> <p>Demonstrates ability to be self-directed and motivated.</p> <p>Takes responsibility for own development.</p> <p>Seeks out and acts upon feedback on own performance.</p> <p>Commitment to developing understanding of Te ao Māori.</p>
<b>Is a Full, Clean NZ Driver Licence Required?</b>	<p>Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/></p>

Is Police Vetting Required?      Yes                       No

**Ministry of Justice Check:**                      A satisfactory Ministry of Justice check is required for all roles within Careerforce and is conducted upon acceptance of an offer of employment. Periodic re-checking may be conducted.

**COVID-19 Vaccination:**                      This role is covered by the COVID-19 Public Health Response (Vaccinations) Order 2021, and as such, you will be required to provide proof of vaccination within 35 days of acceptance of an offer of employment.

### Relationships

**Internal**                      Employer Services Team  
 Product & Development Team  
 Wider Careerforce staff

**External**                      Employers across the sectors we support  
 Workplace assessors and potential assessors  
 Other stakeholders as required

**Committees / Groups**                      Industry sector groups as applicable

## Corporate Responsibilities

### Activity:

Contribute to strategic and annual plans.

Proactively contribute to Careerforce’s overall achievement of key strategic priorities, annual plan targets, compliance requirements and quality systems.

Identify risks and impacts, and identify, implement, and review solutions within areas of responsibility.

Attend and participate in relevant meetings and training days and provide input and collegial support to colleagues.

Prepare audience-appropriate internal and external communications and reports.

Manage resources effectively and efficiently.

Uphold and implement relevant and required policies, procedures, and systems.

Lead and participate in project development.

### Performance Measures:

- All identified tasks/areas of responsibility are performed in an effective and pro-active manner.
- Evidence of contributions to meeting key strategic goals and annual targets to agreed standards and timeframes.
- Risk management plans and activities are developed and implemented.
- Evidence of pro-active contribution to supporting the vision, values, and culture.
- All relevant compliance issues, policies and procedures are upheld and implemented.
- Project responsibilities are successfully discharged.

## Demonstrated competencies

### Client Focus

Dedicated to meeting the expectations and requirements of internal and external clients; committed to ascertaining clients’ needs, and continuously improving products and services to meet them; provides timely and accurate information to clients; establishes and maintains effective relationships with clients and gains their trust and respect.

### Change Agility

Flexible and adaptable to change; maintains effectiveness when experiencing changes in work tasks / environment; adjusts to

work within new work structures, processes, requirements, and cultures.

### Effective Communication

Clear and effective two-way communication with a wide range of people, and in all situations to explain, persuade, convince, and influence others.

## Values (Kawa) and Behaviours (Tikanga)

### Kaitiakitanga - Upholding responsibilities

We are committed to our responsibilities, delivering on our purpose, and enhancing the wellbeing of the communities we serve.

*We do this by:*

- Honouring our commitments – we do what we say we will do.
- Being determined, resilient and learning from our mistakes.
- Focusing on being better at everything we do.
- Behaving in a way that is culturally respectful.
- Recognising and celebrating our achievements.

### Manaakitanga – Honouring others and ourselves

We respect and care for each other and provide an environment where everyone can participate in a meaningful way.

*We do this by:*

- Appreciating one another's differences and demonstrating care and support.
- Respecting our individual wellbeing and mana.
- Taking action to develop meaningful working relationships, built on trust, respect and reciprocity.

### Kotahitanga – Connecting people

We come together to improve the health and wellbeing of New Zealanders.

*We do this by:*

- Working collaboratively as one – paddling our waka in the same direction.
- Being generous with our knowledge and skills.
- Supporting and helping each other, being clear and kind.
- Having a positive mindset and embracing camaraderie.

## Health and safety

Employees are expected to act responsibly and proactively as required by current health and safety legislation, and by:

- Identifying and reporting new hazards and incidents or accidents through Toi kupu.
- Undertaking health and safety training as required.
- Responding appropriately to emergency management and evacuations.

## Purpose

Enabling the workforce to enhance people's health and wellbeing.

## Variation of duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list, as it is not the intention to limit in any way the scope or functions of this position. Duties and responsibilities may be amended from time to time in agreement with your manager or the CEO.