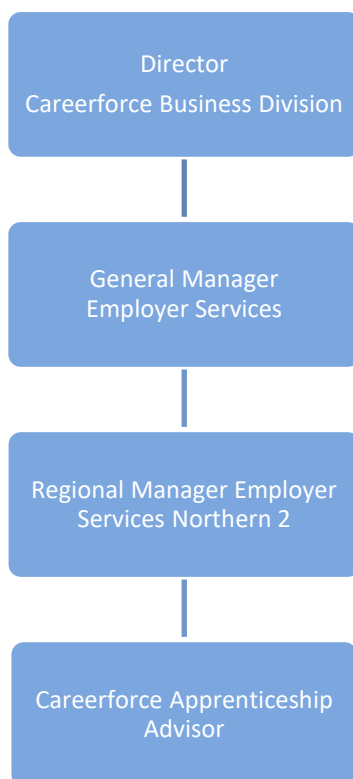


Role: *Careerforce Apprenticeship Advisor*

Department:	Employer Services Northern 2
Reports to:	Regional Manager Employer Services Northern 2
Reports:	Nil
Location:	Remote
Grade:	G15
Financial Delegation:	Within budget delegated by the Regional Manager Employer Services Northern 2
Date:	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 this role is to work with employers to promote apprenticeships; to provide support, guidance and assessment for apprentices; and work across the sectors that Careerforce supports to promote apprenticeships.

Activity: Relationship Management - Apprenticeships

Manage a portfolio of clients within a region.
 Support regional cross sector development and relationships.
 Work with providers to increase the number of apprentices entering into training agreements.

Performance Measures:

- Clients receive timely and accurate information to help them make good on-the-job training decisions.
- Business development opportunities are recognised and effectively acted upon.

Activity: Stakeholder/Sector Engagement

Join regional forums to assist with the promotion and support of Apprenticeships Attend appropriate expo's, careers events and conferences to promote Apprenticeships.

Performance Measures:

- Regional forums attended and contributed to.
- Opportunities for promotion and marketing are attended.

Activity: Apprentice Support

Provide solutions to support trainees' timely completion of apprenticeships and monitor their ongoing progress.
 Establish a pastoral care visit and call schedule.

Performance Measures:

- Training reports used effectively to support trainee interactions.

Complete assessment of apprentice's competence and per training schedule.

- Pastoral care obligations are completed in line with TEC expectations.
- All assessments completed in a timely manner with quality feedback to apprentices.

Activity: Māori and Pasifika Liaison and Support

Performance Measures:

Identify regional and national Māori and Pasifika agencies and providers and provide targeted advice and support that aligns with their needs and aspiration.

- Evidence of positive engagement with Māori and Pasifika agencies and providers.

Activity: Company Collaboration

Performance Measures:

Attend team meetings as requested.
 Provide feedback and support to team members and other areas of Careerforce.
 Generate and make referrals for business to other units within Careerforce.

- All team meetings attended and contributed to.
- Evidence of collaboration with staff of Careerforce.
- Referrals made to other business units where appropriate.

Person specification

Education / Qualifications / Training

A qualification at NCEA Level 5 or above (or equivalent).
 A tertiary qualification relevant to the health and disability, social services or education sectors would be desirable.

Experience (Essential)

Experience in engagement with employers or stakeholders.
 Experience in developing and maintaining strong relationships.
 Previous experience in a mentoring/support role.
 Experience in developing and monitoring plans.
 Computer literate, and working knowledge of email, internet, Microsoft Word and Excel.
 Proven ability to meet agreed targets.

Experience (*Desirable*)

Links with organisations and agencies in the health and disability, aged support, or social services sectors.

Experience in providing training.

Experience in conducting, evaluating or overseeing assessment practices.

Knowledge of the role and function of the TEC NZQA, ITOs and Careerforce.

Previous experience with databases.

Experience in marketing and communication.

Skills

Interpersonal and teamwork skills.

Ability to present information accurately and prepare information for clients.

Proven experience in setting up and maintaining records and providing concise reports.

Ability to build and maintain effective working relationships across a wide range of people/community groups/organisations.

Ability to work effectively and independently of immediate support or oversight and take responsibility for own workload.

Understanding of workplace literacy and ESOL needs would be desirable.

Demonstrates a commitment to the principles of Te Tiriti o Waitangi.

Attributes

Understanding of and empathy with the challenges faced by workplace-based training and/or the health and disability, aged support, and social services sectors.

Possess a positive, “can-do”, high energy attitude.

Ability to work alongside people from varied backgrounds and abilities in a non- judgemental manner.

Ability to address problems and propose and support the implementation of workable solutions.

Sound ability to develop and maintain professional relationships with stakeholders.

Ability to communicate effectively, including well-developed written, oral and presentational skills.

Have a passion and excitement for continuing and adult education and training.

Flexibility and ability to think “outside the square”.

Commitment to developing understanding of Te ao Māori.

Is a Full, Clean NZ Driver Licence Required? Yes No

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: COVID-19 vaccination is a requirement of employment, and as such, you will be required to provide proof of vaccination.

Relationships

Internal
Employer Services Team
Client Systems & Services Team
Product & Development Teams
Wider Careerforce staff

External
All existing customers
All potential customers
Employers
Secondary schools
Trainees

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 in order 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.