Role Description

Senior Client Services Officer

Classification: ASO3

Group: Office of the South Australian Skills Commission

Position Number: P57706

Team: Traineeship and Apprenticeship Services

Our Core Values

Be part of a high performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

Genuine	Respect	Empowered	Aligned	Trust
We do what we say	We are inclusive and listen	We are open and courageous	We act and deliver as one	We back each other

About The Role

The Traineeship and Apprenticeship Services team administers and regulates training contracts under the Training and Skills Development Act 2008. Their primary objective is to provide stakeholders with timely, accurate, and consistent information about the South Australian traineeship and apprenticeship system. The team contributes to the development of a skilled workforce and the economic growth of South Australia by ensuring compliance with legislation and supporting government policy.

The Senior Client Services Officer is responsible for the efficient and timely administration of activities through the exercise of a range of delegations under the South Australian Skills Act 2008. They provide information and advice on the requirements of the South Australian Skills Act 2008 and the Training Contract to stakeholders in the apprenticeship and traineeship system.

What you will do (results to be achieved)

1. Provide a high standard of service to support stakeholders in the traineeship and apprenticeship system with a professional manner and courteous customer service that develops rapport with the client base and the wider division.
2. Monitor incoming correspondence and e-mails and/or calls and initiate appropriate actions including direct replies, redirection to other officers and seeking advice from team personnel.
3. Provide quality information and advice on the requirements of the South Australian Skills Act 2008 and Training Contracts.
4. Exercise delegations under the South Australian Skills Act 2008 in a consistent and fair manner.
5. Contribute to and support the delivery of implementing efficient work processes for continuous improvement and effective service provision to clients and stakeholders including interpreting detailed standards, practices and procedures and implementing appropriate action.

6. Input and maintain information accurately in databases and administer physical records, forms and correspondence in accordance with the Department and government records management standards.
7. Monitor and work towards achieving team KPIs, ensuring service delivery meets agreed performance standards.
8. Provide guidance and mentoring to other staff to build capability, support development, and maintain consistent, high-quality service.
9. Upholds the DSD Customer Service Principles and Service Standards in the provision of high quality, consistent and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

The Capabilities You Will Bring (key competencies)

Essential Technical Experience and Knowledge:

- Knowledge of state and national vocational education and training systems and structures and ability to interpret and apply legislation.
- Ability to exercise attention to detail in dealing with administrative and regulatory processes.
- Experience with records management and decision-making protocols and processes.

Personal Skills:

- Ability to maintain confidentiality and operate with tact and diplomacy within a sensitive environment and proven experience in responding to enquiries of a potentially sensitive nature in a courteous, confident, timely and helpful manner.
- Proven ability to use initiative and judgment to problem solve and implement agreed solutions.
- Communicate clearly, concisely and effectively, both verbally and in writing, with people at all levels, including proven ability to establish and maintain networks and team relationships.
- Proven experience in organising high volumes of work to deliver agreed outcomes.
- Model Public Sector Act principles and practices, ethical decision making, WHS and injury management, equity/diversity strategies, and change management.

Qualifications:

- Essential: Nil
- Desirable: Nil

Reporting / Working Relationships

- Reports to: Team Leader, Client Services
- Direct Reports: Nil
- Works with:
  - Traineeship and Apprenticeship Client Services Team
  - External stakeholders including employers, apprentices and trainees and Commonwealth service providers and registered training organisations.

About Us

The Department of State Development is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration, and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:

Department of State Development | statedevelopment.sa.gov.au

DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed.

  ☒ National Police Check (NPC)

  ☐ General Employment Probity Check (DHS)

  ☒ Working with Children Check (DHS)

  ☐ Baseline Vetting

  ☐ Negative Vetting 1