

Position Title:	Apprenticeship Contact Officer	
Award:	LMAI ESOG2	
Reports to:	Field Operations Manager	
Portfolio / Department:	Australian Apprenticeship Support Services	
Authorised by:	Chief Operating Officer – Employment and Education	Date Reviewed: 20/08/2025

JOB FOCUS

The Apprenticeship Contact Officer is an autonomous role accountable for the successful completion of timely and effective client progress contacts, information and advice, and ongoing support to achieve successful apprentice outcomes, contractual compliance and performance objectives.

KEY RESPONSIBILITIES

KRA 1 – Client Services and Support

- Deliver exceptional customer service to all stakeholders including Australian Apprentices/Trainees and employers.
- Provide high quality advice and support to Australian Apprentices and employers, including the provision of information, guidance, and assistance to ensure successful apprentice outcomes.
 - Undertake face-to-face (predominantly virtual) progress contacts with Australian Apprentices and employers in accordance with contract schedules.
 - Provide advice and assistance with claiming Australian Apprenticeship Incentives.
 - Provide guidance and support to Australian Apprentices and employers for use and set up of ADMS (Apprenticeships Data Management System).
 - Provide referrals for signups and mentoring services, and referrals to relevant external agencies where required.
- Provide culturally safe, appropriate, and holistic services tailored to the individual needs of Australian Apprentices.
- Promote Australian Apprenticeship Support Services to relevant stakeholders, fostering and maintaining strong stakeholder engagement and referral source relationships to maximise opportunities for repeat business.
- Ensure all requisite documentation, reporting, and other administration activities are accurate and completed within required timeframes to maintain contract compliance.
- Record the results of each intervention in SYC and applicable third-party software systems.
- Stay updated on AASS policy changes and new initiatives.
- Work cooperatively with State/Territory Training Authorities and other key stakeholders to provide streamlined support services for employers and Australian Apprentices.
- Assess and report service delivery risks and propose mitigation actions.
- Develop and maintain professional knowledge of eligibility criteria for Commonwealth and State incentives, the AASS Incentive system, and AASS contract and service guidelines.
- Approach all duties with a sense of urgency and purpose.

KRA 2 – Corporate Accountabilities

- Always operate, comply, and behave in a professional and conscientious manner, consistent with both the letter and the intent of the Code of Conduct and in accordance with SYC's Mission, Vision, and Values.
- Work to achieve all agreed Key Performance Indicators (KPIs).
- Actively participate in the SYC Employee Development Program (EDP) and undertake training as directed.
- Adhere to and comply with all SYC policies and procedures, quality and compliance systems, and all relevant contracts, agreements, standards, legislation, and regulations as amended from time to time.
- Demonstrate a strong commitment to cybersecurity by adhering to all relevant policies and procedures, undertaking cybersecurity training, being vigilant to cybersecurity risks, and to the protection of SYC's sensitive information and data assets.
- Uphold SYC's commitment to inclusion and valuing diversity by fostering an environment free from discrimination and harassment, that promotes, encourages and is respectful of workplace diversity and gender equality.
- With consideration to your skills, knowledge, training, and experience, undertake other duties that may reasonably be expected of you from time to time, relevant to your role and/or development aspirations.

KRA 3 – Work Health and Safety

- Take reasonable care and act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all SYC Health, Safety, Environmental and injury management policies and procedures, and all legislative requirements.
- Report all hazards, incidents, injuries, unsafe acts, or conditions in line with SYC procedures and comply with any reasonable instruction.
- Correctly use any personal protective equipment and safety devices provided and do not intentionally or recklessly misuse or interfere with anything provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

ROLE FIT

➤ QUALIFICATIONS / REQUIREMENTS / SPECIAL CONDITIONS

Essential

- Must be willing to complete relevant employment screening and to maintain requisite clearances or checks as required.
- Occasional out of hours work may be required.
- Possession of a current valid Driver's Licence and willingness to drive.
- Prepared to work from, or be located at, any SYC site.

Desirable

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KEY SELECTION CRITERIA

➤ EXPERIENCE, SKILLS, AND ATTRIBUTES

Essential

- Demonstrated contact officer, customer service and/or effective account management experience, engaging and successfully developing positive working relationships with clients and key stakeholders.
- Strong attention to detail and accurate data entry.
- Demonstrated experience/ability maintaining client contact schedules and achieving targets/KPIs in an outcomes-focused environment.
- Work both autonomously and effectively as a member of a broader collaborative team to deliver quality services and collaboratively achieve outcomes.
- Demonstrated customer service focus, initiative, and a desire to succeed.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes with minimal supervision and/or direction and to successfully meet deadlines and KPIs.
- Communication skills, both written and verbal communication, including the ability to produce high-quality documentation including emails, client notes and reports.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- High level of honesty, integrity, and confidentiality.
- Computer literacy including the use of Office365 and Client Record Management systems.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.

Desirable

- Previous experience in the Australian Apprenticeships or VET sectors (*highly desirable*).
- Able to demonstrate knowledge and/or understanding of the Australian Apprenticeship Services system and/or VET sector.
- Previous experience with ADMS (Apprenticeships Data Management System).



Signature below signifies the employee has read, understood, and accepted that this document is representative of the duties to be performed.

Employee Name _____

Employee Signature _____

Date _____
