



JOB SPECIFICATION

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Title:	Recruitment and Business Development Consultant
Reports to:	Labour Hire Manager
Remuneration:	Salary + Pool Vehicle + Bonuses + Super Salary to be negotiated with successful applicant - commensurate to skills and experience
Employment Status:	Hours of Duty – those reasonably necessary to carry out the duties and responsibilities of this position. Note - this position will be remunerated with the expectation that the hours of duty will be those reasonably necessary to carry out the duties and responsibilities of this position.
Key Relationships:	<ul style="list-style-type: none">➤ Labour Hire Manager➤ NORTEC Recruitment Consultant and Officer(s)➤ Business Customers➤ Employment Services Area Manager➤ Employment Services Manager Coffs Harbour➤ Employment Services Staff➤ Nortec Candidates and Field Staff➤ NORTEC Employment Services Placement Officer➤ All NORTEC Staff
Primary Job Purpose:	Continually develop and grow NORTEC's Commercial Recruitment business stream through provision of high quality and profitable temporary recruitment services to business and industry. Achieve or exceed financial targets ensuring the division's growth, profitability and viability Ensure all relevant OH&S and IR practices comply with Federal and statutory requirements as they relate to the operations of the commercial recruitment division Support achievement of whole-of-Company business objectives through collaborative work practices, effective information sharing and innovative work practices

Contribute as a team member to successful company performance and achieving individual Key Performance Indicators

Key Result Areas

Key Performance Indicators

Business Results and Effectiveness –
*business development & sales /
recruitment / administration and reporting
activities*

Evidence of on-going development and promotion of commercial recruitment products and services and systems that attain key business objectives

Evidence of attainment of key monthly operational performance indicators through generation of temporary job orders from new; existing and prospective customer networks; example:

- Temporary hours under management
- Average dollar margin per hour
- Employment Service claims (type and number) and revenue
- Achievement of target return business rate
- Achievement of target cold call rate face to face
- Achievement of target telephone canvassing call rate
- Prospective and existing customer contact and servicing activities
- New business development activities (e.g. appointments, networking, telemarketing and information gathering)
- Number and type of Field Staff (e.g. new / refill etc.)

Evidence of pro-active and effective collaboration and systems integration with NORTEC Employment Services.

Demonstrated effective management and reporting of OH&S as it relates to divisional business activities, including;

- Time lost
- Incident reporting
- Claim facilitation with Insurer
- Claim facilitation with Work Cover
- Risk management and preventative measures

Customer and Market focus – analysis and response to current and future customer needs

Demonstrated development and implementation of divisional marketing plan and relationship management strategies including contact regime, relationship development and complaint resolution systems

Demonstrated high level customer and field staff

satisfaction rating confirmed via structured / regular feedback processes

Evidence of minimum levels of replacement / back fill Field Staff as required

Demonstrated awareness of competitor activity (e.g. products, services, pricing structures) as relate to NORTEC Labour Hire business growth and opportunity

Evidence of Marketing and promotion of Commercial Recruitment and NORTEC products to internal and external stakeholders

Processes, Products and Services – the process used to supply and constantly improve the products and services provided to customers

Evidence of proactive implementation of industry standard systems and procedures that promote continuous improvement and whole-of-company attainment of key business objectives

Demonstrated identification and establishment of integrated systems and processes that support attainment of the Commercial Recruitment, Employment Services and Training Services business objectives

Continuous review and development of documented policies, procedures and operating practices

Development of quality assurance system with a goal of being externally accredited

Data, Information and Knowledge – how data and information is obtained, interpreted and presented to assist decision making

Evidence that commercial business data and information systems are maintained and up to date at all times

Evidence of adherence at all times to the NORTEC Confidentiality Policy ensuring secure and private storage of all customer and client personal information

Evidence of compliance with NORTEC Privacy Policy requirements, Deed of Confidentiality and Policies and Procedures

Demonstrated knowledge and compliance with of Employment Service licence and Employment Services Contract requirements

Demonstrated knowledge and application of OH&S and Industrial Relations statutory requirements

Teamwork and Cooperation - contribute to team-based decision making and 'learning organisation' principles

Demonstrated commitment to establishment and maintenance of a team work culture within and across teams to NORTEC standards

Evidence of effective leading, guiding and developing of divisional support staff as appropriate

Demonstrated liaison with Company payroll and accounts function to ensure accurate and efficient payment of field staff and ensure debtor control effective and timely

Confirmed accurate and sufficient information sharing contributing to the attainment of whole-of-Company business objectives

Demonstrated efficiency and effectiveness in the investigation and resolution of internal or external stakeholder grievances

Demonstrated attendance at nominated staff meetings and company development activities as evidenced against recorded minutes or attendance sheets

Duty Statement

Business Development / Sales Activities

- Generate temporary job orders from existing and prospective Customers by way of:
 - Implementing the marketing plan approved by the Labour Hire Manager including direct mail, customer relationship management activities and placement of internet and press advertising;
 - building and maintaining productive and profitable customer relationships through development, application and maintenance of a relationship management strategy;
 - conduct promotion and marketing (including telemarketing and cold calling) activities to new and existing customers in order to continually grow customer business base
 - Extensive liaison with Nortec Employment Service consultants to convert Employment Service vacancies to fee-for-service wherever the position cannot be quickly filled by a fully Employment Service eligible candidate.

Recruitment Activities

- Source and evaluate suitable Field Staff by:
 - Taking a comprehensive job description and person specification from the Customers;
 - Advertising, database search and liaison with Employment Service consultants;
 - Networking with external contacts and directly approaching suitable Field Staff if necessary;
 - Screening, interviewing, skills testing and reference checking all Field Staff prior to referral to Customers for both temporary and permanent vacancies.
- Ensure that all services exceed Customer / Field Staff expectations by:
 - Ensuring safe work environment for Field Staff
 - Referring only suitable Field Staff and presenting resumes if required professionally;
 - Debriefing Customers and Field Staff after assignment/s to maximise possibility of ongoing / further placements;
 - Ensuring Field Staff are adequately inducted, site inducted and have sufficient and appropriate information and equipment to commence work;
 - Liaising with Customers and Field Staff after placement to ensure satisfaction and taking remedial action as necessary;
 - Ensuring Field Staff retention and maximising Customer repeat business through obtaining feedback on service quality, timeliness, efficiency and effectiveness

Administration & Reporting Activities

- Effectively administer and report on the financial and operational activities of the commercial recruitment division (including the ongoing alignment of the commercial recruitment business with the Employment Service of NORTEC) by:
 - Producing regular reports (e.g. weekly sales log / monthly operational reports) for the Labour Hire Manager relating to sales, new and existing business servicing activities, revenue targets and operational issues;
 - Offering support and training on commercial recruitment matters to Employment Services and Company Staff, their clients and other staff of NORTEC as necessary;

- Other duties as directed by the Labour Hire Manager to ensure successful integration of the commercial recruitment business with Employment Services and NORTEC Training operations
- Risk Management – at all times in the course of day to day business activities ensure NORTEC’s exposure to business risks are minimised through application of effective risk minimisation and aversion strategies
- Ensure accuracy of Field Staff timesheets and Customer invoicing
- Maximising revenue through claiming Employment Services fees where appropriate

Other

- Any other duties as directed by the Labour Hire Manager

Key Selection Criteria

Essential:

1. Demonstrated successful experience in the commercial recruitment industry with exposure to temporary staffing recruitment and induction methodologies, ideally in the industrial, trade and/or administrative industry sectors;
2. Proven achievement in a previous sales based position including marketing and promotional strategies;
3. Demonstrated financial management ability particularly with respect to budgeting and reporting;
4. Demonstrated knowledge and application of OH&S and IR legislative requirements and awards, AWA or EBA interpretation within a work environment
5. Demonstrated high level computer literacy, specifically in MS Word, Excel and Outlook;
6. Excellent time management skills, negotiation skills and oral and written communication skills;
7. Demonstrated experience in a service provider role, examples of success in customer service and relationship management functions;
8. Proven commitment to productivity and effectiveness; through structured learning and self-development activities.
9. Proven ability to develop and maintain new customers through own marketing activity and effectiveness through ongoing relationship based selling.
10. Commitment to be flexible in terms of working hours in order to ensure achievement of business goals and objectives.
11. Drivers licence.

Desirable

1. Tertiary qualifications in Human Resources Management (or related field)
2. Understanding of Employment Services service delivery frameworks
3. Previous experience in Recruitment and Temporary on-hire employment services
4. Commitment to high levels of customer service
5. Demonstrated experience in face to face solution selling
6. Ability to work to tight timelines.

PERSON SPECIFICATION

Organisational Values and Standards

NORTEC Limited focuses on building pathways to increased skills, productivity and sustainable employment outcomes for job seekers within business and the community.

It is expected that all staff members will contribute to realising NORTEC's Vision by the placement of job seekers into sustainable jobs and working with all our job seeker clients to build pathways to increased skills and employment.

NORTEC values personal qualities such as teamwork, flexibility, innovation, commitment and dependability. The organisation insists upon the maintenance of workplace ethics and at all times, staff must remain loyal to the organisation, Board of Directors, Management and colleagues and ensure confidentiality in all matters.

Attributes

- The ambitious desire to excel in, and exceed the expectations of your role
- A willingness to be flexible towards hours of work, duties and working arrangements
- A commitment to quality
- A self motivated and enthusiastic approach to meeting the objectives of your team
- The ability to manage work flows and prioritise tasks to meet required time frames
- A high degree of professionalism and appropriate personal presentation
- The ability to solve problems, negotiate and offer creative solutions to issues
- The ability to accept, embrace and promote organisational change
- A flair for fine detail and uncompromising standards
- Excellent verbal and written communication skills
- Ethical, honest and demonstrated integrity in all business and work interactions

Attitude

- A commitment to the values and ethos of NORTEC Limited
- A balanced commitment to meeting the needs of customers whilst providing employment opportunities for disadvantaged people
- A singular focus on actively sourcing safe and genuine employment opportunities for job seekers and field staff
- A desire to provide and promote exceptional customer service to all internal and external customers
- A friendly and courteous manner