

RECRUITMENT SPECIALIST SUCCESS PROFILE

What is your division?	Community Solutions Group Ltd
Who do you report to?	Site Manager
What is your team structure?	Executive General Manager, Community Solutions Group Ltd General Manager, Employment Regional Manager Site Manager

PURPOSE OF YOUR ROLE

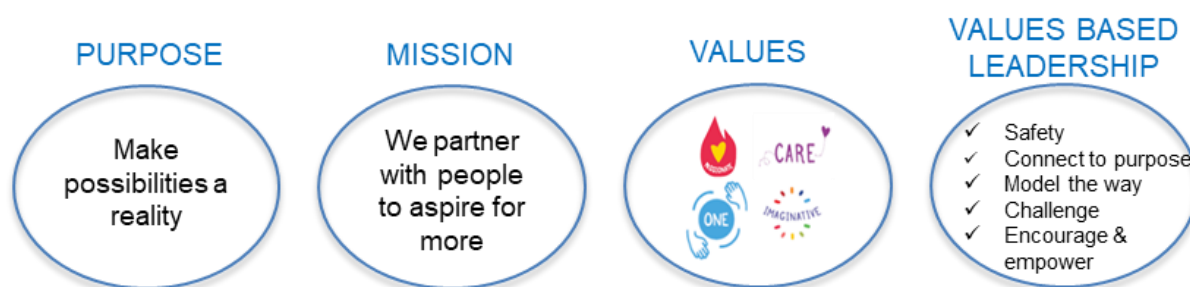
The Recruitment Specialist is focused on finding sustainable employment outcomes for participants within an associated program by actively identifying opportunities with regional and local employers through business development and securing placements.

The key to success in this role will be brokering and maintaining effective relationships with employers, proactively understanding their resourcing needs, and successfully matching candidates to opportunities.

A solid understanding of people-centred case management principles including barrier management is core to continued success.

The Recruitment Specialist works to sales targets and key performance indicators, within the applicable standards and continuously seeks to further customer and employer acquisition through exceptional customer service.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

Safety	<ul style="list-style-type: none"> • Locate and access WHS information relevant to own work role • Plan work following WHS legislation, codes of practice, and other appropriate policies and work procedures. • Identify hazards and report to supervisor. • Contribute to work health and safety participative processes. • Participate in the control of emergencies. • Report incidents and injuries following organisation policies.
---------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Customer Connection	<ul style="list-style-type: none"> Continuously seek customer acquisition opportunities to build a pipeline of program participants through active community engagement and networking. Prospect for employer business and identify new and ongoing employment opportunities through cold calling, database and account management, as well as networking and events. Form committed partnerships with employers to gain repeat business and leverage further partnerships through providing exceptional customer service based on a solid understanding of their current and future business practices. Develop partnerships with larger employers for volume recruitment opportunities, actively engaging with CoAct and appropriate advocacy organisations. Engage with community partners to build a presence in the region and to support the goal of being the customer provider of choice Engage with employers to fully understand their hiring requirements, recruitment cycles and maintain relationships with key decision-makers Conduct customer appointments, guide the customer through the process, identify barriers and devise appropriate management plans and pathways utilising networks in the community. Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey. Develop strong relationships with customers, both face to face and over the phone, to understand their placement potential and the actions needed to have them to be job ready.
Our People	<ul style="list-style-type: none"> Contribute to regular team meetings to identify work priorities and areas for improvement Maintain an awareness of the obligations of the role self-educating and updating knowledge on changing guidelines. Achieve Practitioner level of the NESA Professional Service Framework Actively contribute as a team member providing input on planning, challenges, and enhancements. Promote integration of various culture into the work environment and tailor care to meet colleagues, business partners, customers social, cultural, and linguistic needs.
Operational Excellence	<ul style="list-style-type: none"> Understand the local labour market, and the resourcing needs and constraints of employers to devise effective solutions Understand how diversity and inclusion initiatives can be applied in the workplace and effectively articulate to employers and partners the value proposition, benefits and incentives of employing program participants Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies. Prioritise day to day activities to ensure results are achieved whilst demonstrating empathy with customers. Effectively plan your day as part of a remote team servicing many locations Organise daily schedules and appointments. Ensure accurate and timely keeping of evidence and records.
Financial Stability	<ul style="list-style-type: none"> Meet key performance indicators by converting sales leads into sustainable placements. Provide quality after sales service and negotiation of wage subsidies

WHAT YOU NEED TO SUCCEED

Capabilities	<ul style="list-style-type: none"> Ability to operate as a self-starter that can work autonomously to reach targets Ability to work effectively and collaboratively in a remote team. Ability to motivate, and foster genuine and positive relationships with others. Knowledge and application of employment services contract Deed and guidelines desirable but not essential
---------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • Exceptional ability to develop and maintain employer relationships and determine key decision-makers. • The ability to interact effectively with people across different cultures.
Skills and Education	<ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent experience within the Employment Services, Training, Rehabilitation, or Community Services or a similar type of sector is highly desirable • Current and valid Australian Class C Motor Vehicle Licence • High level of computer literacy • High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations. • Strong problem-solving skills and initiative – able to find solutions and understands the key contract levers that are important in getting people into jobs. • Excellent oral and written communication skills and able to adapt style to suit the audience. • Exceptional customer service and interpersonal skills, able to demonstrate empathy with accountability
Experience	<ul style="list-style-type: none"> • Experience in target-based and fast-paced environments • Demonstrated experience in recruitment within B2B sales environments, driven to succeed in identifying opportunities and converting them into placements