



## **Delivery and Engagement Officer**

- **APS Level 6**
- **Sydney, Charlestown and Canberra**
- **\$86,807 - \$95,459**

The NSW/State Office operates in a dynamic environment that plans for placed based whole of department and cross functional work in all of its jurisdictional areas that makes for great and innovative workplaces.

The Office also works closely with a range of stakeholders in the context of engagement activities and initiatives, such as small business expos and jobs fairs, designed to promote the assistance available to job seekers and employers and to identify new opportunities and innovative solutions to assist people into work. This includes working with service providers, other Commonwealth, State and Local government agencies, community groups and employers. The Office also conducts research into the recruitment needs of employers and other labour market issues as well as analysis on the performance of programs and services.

We are responsible for the frontline delivery of the Department's employment programs and actively engage with key stakeholders to improve industry, employers' and job seekers awareness and utilisation of our employment programs. The group performs a range of functions, including account and contract management, policy development, policy implementation and review, stakeholder engagement and local labour market intelligence gathering.

Employment programs include jobactive, the New Enterprise Incentive Scheme (NEIS), Transition to Work, ParentsNext, Time to Work Employment Services, Employment Facilitators, Entrepreneurship Facilitators and Employability Skills Training.

### **The Position**

You will be working in a flexible delivery team involved in developing and implementing labour market strategies, monitoring and managing contract performance, representing and engaging across the Department with external stakeholders including employers, State Government agencies, local councils, non-government organisations and contracted employment providers, to collaboratively advance the Department's business activities.

You will demonstrate a high level of productivity, resourcefulness, proactive and collaborative qualities to deliver results. You will be required to demonstrate leadership qualities and may be required to supervise and mentor staff.

You will need to be able to undertake a broad range of job functions including, data analysis and undertake research to inform policy and program contract management. As a Delivery and Engagement Officer you will be required to show initiative, participate in problem solving, structured decision-making and longer-term planning, as well as effectively liaise with other sections of the Department on programs and policy issues and with a wide range of both internal and external stakeholders.

The NSW/ACT State Office is seeking energetic and highly motivated people with the following skills and capabilities to work as Delivery and Engagement Officers at the APS6 level:

- Demonstrated ability to build positive working relationships with a wide range of internal and external stakeholders and achieve positive outcomes
- Demonstrated ability to anticipate and respond to diverse stakeholder needs and expectations.
- Demonstrated ability to provide analytical and evidence based advice, and interpretation within technical or professional areas of contract, project or program activities
- Demonstrated ability to take responsibility for the guidance and development of staff and to build team capacity through coaching, performance feedback, and operating as a team player
- Demonstrated verbal and written communication skills, including the ability to provide clear and accurate advice to service providers, managers and colleagues and the capacity to effectively manage sensitive issues.

An understanding of employment services and labour market issues will be highly regarded but not essential.

The Office operates from four locations - Sydney, Newcastle, Canberra and Orange. Positions are currently available in Sydney, Newcastle and Canberra.

The Office supports the use of flexible employment arrangements.

Some travel, including overnight will be required.

**Closing date: 18/4/2019**

**CLICK FOR FURTHER  
INFORMATION AND TO APPLY**