

## Position Description

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<b>POSITION:</b>	<b>Workforce Development Coordinator</b>
<b>LOCATION:</b>	Level 18, 1 Nicholson Street East Melbourne VIC 3002
	Work from home arrangement negotiable
<b>EMPLOYMENT:</b>	Ongoing contract
<b>FTE:</b>	0.5 - 1.0FTE (19 – 38 hours per week, negotiable)
<b>REPORTING TO:</b>	Head of Workforce Development
<b>CURRENT:</b>	August 2023

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### ORGANISATION PROFILE

The EEC is the peak body for Australia's energy management sector. A not-for-profit membership association, EEC works to:

- Drive world-leading policy on efficiency, electrification and demand flexibility;
- Ensure we have the skilled workforce to deliver Australia's energy transition; and
- Support businesses and households to rapidly decarbonise.

Three key areas are critical to the transformation of Australia's economy, and they underpin how we can drive change:

- Policy and advocacy:
  - Governments need to set ambitious policy to enable the energy transition. We work closely with government and our partners to undertake research and advocate for solutions that put energy efficiency and electrification at the heart of Australia's net zero transformation.
- Workforce development:
  - Professionals and tradespeople need training and skills to roll out energy upgrades across Australia. We champion jobs and skills through EEC Professional Certifications and other EEC programs, uniting government and industry to build the capacity and capability of Australia's energy management professionals.
- Business decarbonisation:
  - Businesses need support to translate net zero ambition into action. We work with our partners to provide strategic insights and best practice frameworks that allow businesses to credibly realise net zero.

### JOB PURPOSE

The Workforce Development Coordinator is responsible for coordinating the delivery of the EEC's training, professional development and certification programs; and providing support to projects being delivered by the workforce development division. The role encompasses a diverse range of tasks including administrative tasks, customer service, project coordination, logistics, budget coordination & communications.

As the EEC is a small organisation, all staff are also required to assist with other EEC activities on an ad hoc basis.

## DUTIES

Coordinate the high-quality delivery of the EEC’s workforce development projects and programs. This includes coordination of the administration, budgets, timelines, communication, marketing and promotion associated with these programs.

The Coordinator should work with the workforce development division to fulfil the following goals:

- Develop the energy management sector through training, professional development and certification;
- Maintain the reputation of the EEC through the high-quality delivery of programs and positive engagement with membership, clients and other stakeholders; and
- Grow the revenue from training, professional development and certification.

## ACCOUNTABILITIES

Accountability	Measurables / KPI
<p><b><i>Program delivery</i></b></p> <ul style="list-style-type: none"> <li>• Work with the Head of Workforce Development to develop and maintain the calendar of activities;</li> <li>• Schedule workforce development related events and liaise with venues, service providers, partners, sponsors, speakers and trainers to ensure delivery of high-quality programs</li> <li>• Setup and administer registration process and facilities;</li> <li>• Process and review applications, registrations, exams, complaints and reviews in line with program and/or project requirements;</li> <li>• Prepare program resources and materials;</li> <li>• Assist with annual continuing professional development (CPD) and certification renewal processes;</li> <li>• Design and implement administrative processes and procedures for new projects and programs;</li> <li>• Work with the Head of Workforce Development to deliver surveys, undertake reviews and recommend improvements to program delivery;</li> <li>• Work with the Head of Workforce Development to identify and evaluate new opportunities for workforce development programs, including training, professional development and certification;</li> <li>• Coordinate relationships with trainers, partner organisations, members and clients; and</li> <li>• Attend and represent the EEC at events where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to EEC Professional Certifications Framework Rules and complies with EEC policy commitments;</li> <li>• Meets workforce development service levels, including; <ul style="list-style-type: none"> <li>○ Timely responses to external enquiries;</li> <li>○ High-level customer service standards; and</li> <li>○ Positive feedback from surveyed stakeholders;</li> </ul> </li> <li>• Meets external and internal deadlines for program delivery;</li> <li>• Maintains positive relationships with key program stakeholders;</li> <li>• Keeps accurate, up-to-date documentation and records;</li> <li>• Provides clear, authoritative advice to stakeholders on program requirements, policies and processes; and</li> <li>• Identifies, communicates and implements opportunities for program improvement.</li> </ul>

<p><b>Record keeping</b></p> <ul style="list-style-type: none"> <li>• Maintain, and develop where required, internal and external documents including guidelines and manuals;</li> <li>• Maintain filing systems, documentation, records, database and mailing lists; and</li> <li>• Maintain accurate program records, ensuring all participant data is accurate and up to date in the CRM in a timely manner.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Assist in the coordination of promotional activities, including the design and developments of promotional resources and materials;</li> <li>• Respond to enquiries from external parties in a timely manner; and</li> <li>• Maintain websites, online registration platforms and online data capture within workforce development scope.</li> </ul> <p><b>General administration</b></p> <ul style="list-style-type: none"> <li>• Prepare correspondence and mailings;</li> <li>• Create and deliver attendance and attainment certificates;</li> <li>• Assist with follow up of payments, invoices and debt collection;</li> <li>• Identify and implement administrative efficiencies; and</li> <li>• Other administrative tasks as required.</li> </ul>	
<p><b>Reporting and budgets</b></p> <ul style="list-style-type: none"> <li>• Assist in the preparation of annual and bi-annual program reports for Steering Committee and Board review;</li> <li>• Assist in the preparation of Board, Steering Committee and Certification Reference Group agendas and minutes;</li> <li>• Prepare funding reports for external parties as per contractual obligations;</li> <li>• Prepare internal program status reports as directed; and</li> <li>• Assist with the development of the Workforce Development annual budget.</li> </ul>	<ul style="list-style-type: none"> <li>• Meets external and internal reporting deadlines;</li> <li>• Generates accurate, relevant and timely data for reporting;</li> <li>• Provides clear data analysis; and</li> <li>• Adheres to Finance Policy guidelines.</li> </ul>
<p><b>Health and safety</b></p> <p>All EEC Employees must:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety, and that of others in the workplace;</li> <li>• Cooperate with any action or direction provided by the EEC to comply with health and safety legislation or regulations;</li> <li>• Use equipment only as intended and directed;</li> <li>• Read and comply with the requirements of the HR Policy &amp; Procedures manual;</li> <li>• Attend health and safety related meetings and training as directed;</li> <li>• Report identified hazards to EEC and building management without delay; and</li> <li>• Never intentionally or recklessly interfere with or misuse anything in the workplace designed to support health, safety and welfare.</li> </ul>	

## **RELATIONSHIPS**

Reports to:

- Head of Workforce Development

Internal relationships:

- Workforce development division
- Head of Strategy and Partnerships
- Other EEC staff

External relationships:

- Candidates for training, professional development and certification;
- Program attendees, speakers and sponsors;
- Assessors, trainers and partner organisations; and
- External vendors.

## **EMPLOYMENT CONDITIONS**

Exact employment conditions will be negotiated based on the qualifications and experience of the candidate.

- 0.5 - 1.0FTE – 19 to 38 hours per week;
- \$65,000-\$75,000 per annum including superannuation for 1.0FTE, pro-rated to agreed FTE;
- Some out-of-hours work required, as well as occasional interstate travel;
- Preference for a Melbourne-based candidate, with candidates in other locations considered; and
- Flexible work arrangements are negotiable.

## **SELECTION CRITERIA**

### **SKILLS, EXPERIENCE AND BEHAVIOURAL COMPETENCIES**

The EEC supports a diverse, equitable and inclusive work environment. Applicants are encouraged to apply for this position if they meet *some, but not all*, of the preferred key selection criteria.

#### *Preferred skills and experience*

- Excellent written and verbal communication skills;
- Significant program administration experience including the ability to juggle different projects/priorities in a busy environment;
- Demonstrated high-level customer service capabilities;
- Highly motivated self-starter able to work with minimal supervision and direction;
- Excellent interpersonal skills, with the ability to build relationships with key stakeholders from a diverse range of organisations and with participants at all levels of the Australian energy/sustainability industry; and
- Experience in the energy or climate sector, or demonstrated capability to develop new knowledge and expertise.

#### *Desirable experience*

- Professional experience in an industry, consumer or environmental non-profit organisation; and/or
- Professional experience in local, state or federal government.

#### *Preferred personal attributes*

- Organised, self-motivated and results driven, with integrity;
- Adaptable and flexible in outlook;
- Well-presented and able to liaise with senior executives and external stakeholders;
- Able to maintain a high level of attention to detail while multi-tasking; and
- Able to work on own initiative, and to manage workload independently.