

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Account Manager
Classification	Common Law - Salary
Department/Division	Labour Hire
Reports to (position title)	Regional/State Manager

OUR VISION & PURPOSE
<p>Our Vision: To improve the lives of those in need.</p> <p>Our Purpose: To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.</p> <p style="text-align: center;">Helping People Addressing Needs Improving Lives</p>

ORGANISATIONAL INFORMATION
<p>MADEC is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none"> ▪ Employment Services; ▪ Education and Training; ▪ Labour Hire and PALM Scheme; and ▪ Indigenous Programs. <p>We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.</p> <p>Employment Services Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire or by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p>Education and Training MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses, primarily in Victoria and South Australia. We hold agreements with both States to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunity through education and training.</p> <p>Labour Hire and PALM Scheme MADEC has a long history of providing labour solutions to a range of industries such as Agriculture, Horticulture, Viticulture, Warehousing, Food Processing, Cleaning, Hospitality and more. We have large pools of job ready candidates across our regions, ready to meet the labour needs of employers at any time and support all administrative processes such as recruitment, selection, onboarding, training, payroll and much more.</p>

MADEC is also an approved employer under the Pacific Australia Labour Mobility (PALM) Scheme an initiative of the Australian Government. This program provides relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors.

The scheme also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

Indigenous Programs

MADEC holds agreements with the Australia Government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers improving the lives of Indigenous people.
- Providing scholarship and other support to secondary school students experiencing disadvantage.

POSITION PURPOSE

This role is responsible for managing and maintaining existing clients and overseeing our workers placed on assignment through Labour Hire and Pacific Australia Labour Mobility Program (PALMS), ensuring the safety, support and on-going management of the workforce.

Note: extensive intrastate and interstate travel is a requirement of this position. Weekend and after-hours contact is required

Direct Reports to this Role	Total Number of Reports
<i>Seasonal Worker Liaison Officer</i>	<i>1</i>

KEY RELATIONSHIPS

Internal	Seasonal Worker Liaison Officer Chief Operations Manager National PALMS Manager Regional/State Manager Account Manager Labour Hire staff Corporate services staff (HR, Finance)
External	Potential, new & existing host employers from a range of industries Workers engaged through Pacific Australia Labour Mobility Scheme (PALMS) External services i.e. accommodation providers, medical, financial, etc.

KEY RESPONSIBILITIES / DUTIES
Client Account Management & Business Development
Manage client accounts and workers including initial enquiry, credit checks, contract terms, client services agreement, industrial relations, and workplace issues (including safety, performance, conduct).
Establish and maintain strong partnerships with key employers within the region.
Maintain effective client relationships with current host employers to meet and exceed service commitments and KPIs.
Pro-actively communicate with host employers on a regular basis (at least fortnightly) to resolve any service level issues; identify new opportunities; and ensure ongoing business is maintained.
Communicate effectively with internal stakeholders and seek advice and support to address host employer needs, or to resolve real or perceived service level deficits.
Ensure understanding of client needs by taking comprehensive job and person specification for new or changed work assignments.
Source, screen, interview, skills testing and reference check all candidates prior to referral to employer/client for both temporary and permanent vacancies.
Provide ongoing management and oversight of work assignment to ensure service level commitments are met.
Address worker performance and / or conduct matters promptly and in line with procedures. Ensure escalation to Manager and / or Human Resources as required.
Promote complete MADEC service offering including training and education, and employment services as relevant to client needs.
Identify and secure new business to grow the labour hire business in a sustained and targeted manner.
<u>WHS responsibilities</u>
Prior to the commencement of an assignment and placement of our worker (or every 6 months), conduct a site visit, observe tasks being performed, and complete an on-site Job Safety Assessment and Work Health Safety Checklist to identify potential hazards and determine measures to overcome these hazards.
An assessment of risk and make recommendation to next level Manager is to be undertaken to determine suitability of worker placement.
Collect and assess client SOPs, work instructions, training material and training records for our workers and store as per requirements.
Prior to the commencement of an assignment, provide or ensure comprehensive induction programme and training is provided and <u>documented</u> for: <ul style="list-style-type: none"> ▪ Job function and tasks to be performed (this must be done against the JSA); ▪ Safety requirements related to each job function and task to be performed; ▪ Site safety processes and procedures; ▪ Activities, job functions or tasks that are <u>not authorised</u> to be performed by our workers.
Training documentation must be signed by worker and translated where necessary.
Prior to the commencement of an assignment, ensure workers are inducted into the site/farm and have all safety equipment.
<u>On assignments where mobile plant and high risk equipment is required to be used by our workers.</u> Prior to the commencement of workers on assignment, ensure all workers are licenced and trained in the safe use of mobile plant and equipment, working at heights, and other high risk activities.
Maintain all training records, licences, qualifications required for the safe completion of job function or tasks to be performed.
Promote a safety culture by conducting compulsory Tool Box meetings focused on safety topics related to the specific job and work function on a fortnightly basis (as a minimum). Record subject matter discussed and have all workers sign attendance form.
Report and complete a Incident Hazard Report Form for all incidents, including near misses, and accidents to relevant personnel.
Assist in the investigation (under advice) and gathering of information as it relates to the incident, accident and /or Workcover process.
<u>For workers as part of the Pacific Australia Labour Mobility Scheme (PALMS)</u>
Co-ordinate arrivals and departures of workers.
Arrivals Meet and collect workers from the airport upon arrival and arrange transport to accommodation
Departures Assist workers to prepare for their departure from country. Transport or arrange transportation of workers to the airport.

Meet with the workers upon arrival at accommodation; participate in the “on-arrival” briefing. Conduct induction and orientation processes of all workers, ensuring they understand the work requirements and policy framework.
Educate and counsel workers on workplace requirements, community standards, and Australian laws.
Ensure all on-arrival documents are completed accurately by the workers and returned to payroll promptly
Coordinate and conduct pastoral care requirements, this includes assisting workers assimilate into their new community by introducing them to local church groups, sporting groups, etc. It also includes orientating them to their new community, ensuring the workers are aware of local services (including medical, supermarkets, banks, transport and other services and facilities).
Ensure all workers have appropriate up to date signed deduction forms.
Provide 24 hour phone contact for workers.
Ensure all worker issues are dealt with promptly (which may involve taking the work to the doctor/hospital).
Assist in fostering positive relationships between all workers with the emphasis on respect for one another and the guidelines of their engagement and sponsorship.
Source and arrange suitable accommodation for workers including the sourcing of furniture, furnishings and connection of utilities etc.
Source and arrange suitable transport for workers. This may include the purchase of vehicles, hire/lease of vehicles, or arrangement with a bus company to transport workers to and from their accommodation to their place of work.
Work closely with administration support team member to complete and source necessary documentation, photos etc to complete Department paperwork (Recruitment and Accommodation Plans)
Ensure accommodation and transport costs are known and relevant deductions from workers are put in place to recover total cost.
Complete regular vehicle checks.
Complete regular accommodation inspections ensuring accommodation and yard is clean and well kept, or, liaise with accommodation owners on a regular basis and address any matters raised.
Ensure any changes to where workers reside or changes to the accommodation is identified promptly and reported
Work collaboratively with assigned Admin Officer and Manager of Harvest and Labour Hire Services Manager to ensure Deed compliance and programme objectives are met.
Provide pastoral care support to workers including assisting with medical appointments, legal matters, family and community connections, workplace matters, general advocacy, translation support, travel support, accommodation support etc.
Administration and Reporting
Produce regular reports (e.g. weekly sales log / monthly operational reports) for the Manager relating to sales, new and existing business servicing activities, revenue targets and operational issues.
Compliance with, and enforcement of all policies, procedures, systems and processes to ensure that on-hire workers are safe, and comply with Australian law and requirements.
Facilitate effective management and reporting of contract performance and other measures.
Ensure that the Manager Harvest and Labour Hire Services is kept adequately informed of significant operational and contract performance issues.
Participate at relevant industry meetings, conferences and events
Attend scheduled Labour hire team meetings either in person or via phone as required.

PEOPLE MANAGEMENT RESPONSIBILITIES

Manage and support Seasonal Worker Liaison Officer to ensure workers are receiving adequate and timely pastoral care support.

CORPORATE RESPONSIBILITIES

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Read, understand and comply with all policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the MADEC's Code of Conduct

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

QUALIFICATIONS AND EXPERIENCE:

	Essential	Desirable
Qualifications:	Nil	Cert IV in Work Health and Safety First Aid Certificate
Employment Screening:	The maintenance of a current driver's licence is essential. National Police Check (refer to policy) Working with Children Check (or state/territory equivalent) (refer to policy)	
Experience:	Business development, client management and proven sales track record.	Labour Hire, recruitment and candidate management experience
Skills:	Resilient and robust approach to identifying and securing new business Ability to juggle multiple account management assignments at a time, while maintain sharp attention to detail. Well-developed verbal and written communication skills, with the ability to actively listen and pass on relevant information accurately and appropriately. Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines. Ability to develop and maintain strong partnerships with stakeholders. Understanding of risk management principles. Effective negotiation, influencing and conflict resolution skills Excellent administrative and organisational skills with a strong focus on accuracy. Ability to work independently.	

COMPETENCIES *All employees must:*

Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.

Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

Competencies	<i>Roles required to build and maintain external relationships (eg; Workforce Partners, Business Development, Account Manager roles, must:</i>
Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p> <p>Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</p>
Resilience	<p>Deal effectively with pressure and stress.</p> <p>Maintain focus and intensity and remains optimistic and persistent, even under adversity.</p>

Competencies	<i>People Leaders must:</i>
Establishing Focus/Setting Direction	<p>Ensure that people in the unit/ department understand how their work relates to the organisation's mission, vision and values.</p> <p>Acts to align own unit's goals with the strategic direction of the organization.</p>
Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p> <p>Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</p>
Leadership	<p>Links vision to goals/objectives, influences others, models the way and is a source for encouragement.</p> <p>Actively seeks positive change for organization by capitalizing on opportunities.</p>
Managing Change	<p>Lead people through change to deliver upon outcomes and business requirements.</p>
Delivering results	<p>Understand the business and executes business plans to maximise performance.</p> <p>Plan effectively to deliver results and take accountability of self and team for delivery on expectations.</p>

Duty Statement

Account Manager

This duty statement is to be read in conjunction with the Position Description ('PD') relating to the Account Manager, for the avoidance of doubt this is document HR/PD/128.

In addition to the duties contained in the above mentioned PD, you will be required, but not be limited to undertake the following:

Activity	KEY RESPONSIBILITIES / DUTIES
New Client Engagement	Meet and discuss client needs and complete Initial Enquiry Form
	Arrange for a quote to be completed and send to client along with Credit Application .
	Conduct research into publicly available information regarding potential client or accommodation provider to ensure credibility and avoid MADEC being placed in a position of risk.
	Complete Job Safety Assessment
Assignment Initiation	Request Client Services Agreement (CSA) be prepared and issue to client Ensure executed CSA is returned for storage centrally
Accommodation / Transport	Source and secure adequate worker accommodation <ul style="list-style-type: none"> - take photos of all accommodation rooms and facilities; - seek approval to enter into arrangement to lease facilities; - accommodation agreements completed (where required for commercial facility) - obtain cleaning quotes - source transport quotes - arrange sourcing of vehicles
	Source furniture, furnishing and ensure utilities are connected (where required).
	Source and secure adequate worker transport arrangements
Labour Market Testing	Provide resumes received during Labour Market Testing to the host employer
Worker Recruitment	Provide worker profiles to the host employer and finalise selection of workers
	Participate in worker selection off-shore (where required)
Worker Arrival	Ensure worker arrival packs are printed and ready to provide to workers
Worker induction	Arrange food for workers for arrival
	Arrange pick up of workers and transport to accommodation
	Conduct worker induction and orientation: <ul style="list-style-type: none"> - provide cash advance to each worker; - arrange bank appointment; - Print and provide worker with copy of Health Certificate / insurance - Ensure all arrivals documents are completed in full: <ul style="list-style-type: none"> ▪ Drivers licence declaration and copy of drivers licence; ▪ WHS induction ▪ Tax form ▪ Superannuation form ▪ Deduction form - Take workers shopping for food and essentials (boots, hats, clothes, drink bottles etc)
	Arrange on site induction
	Forward all completed forms to payroll / central support team
	Complete Arrival Report
Assignment Management	Maintain communication with client (at least fortnightly)
	Maintain communication with workers (at least fortnightly)
	Complete Accommodation and Vehicle Inspection Report
Worker Departure	Final inspection of accommodation and vehicles
	Arrange worker transport to airport
	Issue Departure letters to workers
	Complete Departure Report
	Ensure worker deductions (as per report from payroll) is recovered for each worker in full.

At MADEC We Value

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

- Empathy

We are understanding and compassionate.
- Genuine

We are true to ourselves and others
- Ethical

We do what is right, just, and fair.
- Passionate

We are committed to making a difference.
- Responsible

We own our actions.
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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NB - Employee acknowledgment of their position description may occur via MADEC Connect.