



POSITION DESCRIPTION

Position Title:	Account Manager
Department:	Harvest and Labour Hire Services

ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units:

- Employment Services
- Education and Training
- Labour Hire
- Harvest

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.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

Labour Hire and Seasonal Worker Programme

MADEC offers a comprehensive labour hire service across many industries including wineries, viticulture, labouring, mining, retail, processing, hospitality, horticulture, construction, local government, and tourism.

MADEC continues to be an approved employer under the Seasonal Worker Programme (SWP), an initiative of the Australian Government, since its pilot programme in 2008. The SWP aims to provide Australian employers in selected industries/sectors with a reliable return workforce sourced from Pacific Island countries and Timor-Leste to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

PRIMARY PURPOSE OF ROLE

This role is responsible for managing and maintaining existing clients and overseeing our workers placed on assignment.

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

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.

WHS responsibilities

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 documented for:

- 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 not authorised 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.

On assignments where mobile plant and high risk equipment is required to be used by our workers.

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 Seasonal Worker Program</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 worker 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.
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.

Corporate responsibilities

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

Participate fully in staff appraisal and professional development review processes.

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

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

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

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

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

Accountability

We do what we say we will do and are responsible for our actions.

Authenticity

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageousness

We act ethically and stand up for what is right, just and fair.

Passion

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusiveness

Everyone matters, we are “all” community.

Excellence

We are committed to continuous improvement in all we do.

Position Description reviewed by:

Manager name:	Sean Leesue	Title:	Harvest and Labour Services Manager	Date:	03.06.2020
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.

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 publically 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.