

# Position Description



<b>Title</b>	OH&S Consultant
<b>Division</b>	Training & Consulting
<b>Department</b>	Business Services
<b>Reports To</b>	Team Leader – OH&S
<b>Direct Reports to the Role</b>	Nil
<b>VECCI Position Classification Level</b>	Band 6

## About the organisation

The Victorian Employers' Chamber of Commerce and Industry (VECCI) is the peak body for employers in Victoria, informing and servicing more than 15,000 members, customers and clients around the State. Through advocacy and representation we are committed to being the voice for business, representing and championing our members through meaningful economic and industrial public policy.

We provide industry with a broad range of leadership, advice, and services, and our specialist departments include industrial relations, policy and advocacy, apprenticeships services, international trade, sustainability, tourism, and business training and consulting.

## Our Values

*As a member of the VECCI team, you commit to demonstrating VECCI's values at all times. In addition, as part of the performance review process, you will be formally assessed against the contribution you have made to our values through the defined expected behaviours.*

### Business Excellence

- Delivers superior member, customer and client service
- Achieves results
- Strives for continuous improvement
- Responds effectively to change
- Communicates effectively

### Integrity and Respect

- Acts honestly, ethically and reliably
- Shows respect for all individuals for their diverse backgrounds, differences, skills and contribution
- Demonstrates a commitment to teamwork; actively engages in discussions, listens to others with empathy and supports decisions once they are made

### Leadership

- Sets and maintains positive performance standards for others to follow
- Demonstrates a commitment to economic, social and sustainable work practices
- Acknowledges mistakes and focuses on finding solutions to problems
- Takes responsibility and is accountable for own actions, commitments and results

### About the Position

This role is responsible for the delivery of premium workplace health and safety training and consulting services to VECCI members and clients.

Performance Objectives	Performance Measures
<p><b>1. Service Excellence and Productivity</b></p> <p>Consistently deliver high standards of service across the OHS/RTW range of products and services (inc. Helpline advice) through:</p> <ul style="list-style-type: none"> <li>• Meeting client deadlines               <ul style="list-style-type: none"> <li>- Fully understanding and meeting client needs;</li> <li>- Ensuring a high standard of service delivered, monitored and recorded via participant feedback; and</li> <li>- Delivering accurate and consistent OHS and Workers' Compensation advice to members and clients.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>95%+ compliance to the VECCI Customer Service Charter measured by Mystery Shopper result and/or internal audit.</b></li> <li>• <b>90% of feedback from participants is 4/5 or higher.</b></li> <li>• <b>90% completion of learning and development plan.</b></li> <li>• <b>Attend minimum 75% of monthly team meetings.</b></li> </ul>
<p><b>2. Business Development and Growth</b></p> <p>Ensure growth in the uptake of VECCI OHS services through:</p> <ul style="list-style-type: none"> <li>• Delivering scheduled and onsite training courses;</li> <li>• Delivering training and consulting services onsite;</li> <li>• Conducting Client / site visits and undertaking needs analyses ;</li> <li>• Conducting review of work and on selling; and</li> <li>• Attending to OHS Helpline enquiries as required.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Meet consultant utilisation rate of 70%</b></li> <li>• <b>Actively seek increased consulting business through contact with customers in training and through prospecting.</b></li> </ul>
<p><b>3. Commercial Results</b></p> <p>Ensure a commercial focus is maintained through:</p> <ul style="list-style-type: none"> <li>• Ensuring all onsite training/consulting services meet the required minimum financial margins</li> <li>• Ensuring all onsite training/consulting services are invoiced promptly</li> </ul>	<ul style="list-style-type: none"> <li>• <b>All onsite training/consulting services achieve minimum 30% margin</b></li> <li>• <b>All onsite training/consulting services provided are invoiced within the same month of service completion.</b></li> </ul>
<p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum degree level qualifications in OHS or related area essential</li> <li>• Completion of Certificate IV in Training and Assessment essential</li> <li>• Minimum 2 years work experience in an OHS-related field</li> <li>• Chartered professional membership of the Safety Institute of Australia or equivalent Occupational Hygiene or Ergonomics and Human Factors Society membership required</li> <li>• Construction industry experience and/or workers' compensation/rehabilitation management experience highly desirable</li> </ul>	
<p><b>Other Information</b></p> <ul style="list-style-type: none"> <li>• In order to be considered as the preferred applicant for this position, it is a requirement that a satisfactory police record check as part of VECCI's recruitment process as a pre-condition for employment.</li> </ul>	

- A current and valid driver's licence is a mandatory requirement of this position for the term of employment.

<b>Employee Name (please print)</b>			
<b>Employee Signature</b>		<b>Date</b>	
<b>Manager Signature</b>		<b>Date</b>	