

Make a difference



Customer Service Liaison, First Nations School Based Trainee

At **Aspire4Life**, we're shaping communities with purpose and impact. That means empowering our people and community to be independent, connected and thriving. As a purpose driven team, our values represent how we operate, and the people we choose to represent our brand.

Are you a proud First Nations student in Year 11 or 12 looking to kickstart your career in business? Aspire4Life is offering an exciting **school-based traineeship** where you'll gain real-world experience, earn a nationally recognised Certificate III in Business, and be part of a purpose-driven team making a difference in the lives of Older Australians.

Why Join Us?

At Aspire4Life, we're all about empowering people and communities to thrive. You'll be supported every step of the way as you learn new skills, grow your confidence, and explore future career pathways in a welcoming and inclusive workplace.

- Consistent support to achieve your educational and career goals
- Career progression opportunities within the group
- Induction, training, and ongoing support
- Opportunities to participate in internal projects and initiatives
- Real-world experience in customer engagement and business operations

What You'll Be Doing:

As a **Customer Service Liaison School-Based Trainee**, you'll be part of our friendly office team supporting our remote assessors. You'll learn how to:

- Manage inboxes and digital portals
- Enter and organise data
- Communicate professionally with clients and colleagues
- Write simple documents and emails
- Handle customer calls (no selling!)
- Schedule appointments and update systems

What We're Looking For:

- To be eligible, you must be of **First Nations, Indigenous, or Torres Strait Islander background**.
- Be currently enrolled in Year 11 or 12

- Be interested in business, admin, or customer service
- Have basic computer skills and a willingness to learn
- Not already hold a Certificate III or higher in Business/Admin
- Be an Australian Citizen

What You'll Get:

- A nationally recognised qualification (Cert III in Business)
- Paid work experience – 1 day per week
- Ongoing support from First Nations mentors and our team
- Access to cultural support networks like our Yarn'n Circle
- Career pathways and progression opportunities

Cultural & Community Support:

At Aspire4Life, we understand that transitioning into a corporate environment can be a big step. That's why we offer:

- A workplace that respects your cultural obligations and commitments and works with you to support you in the best way we can.
- Employee Support Networks, including Yarn'n Circle for our First Nations employees and Pride Network for our LGBTIQ+ employees.
- Support from First Nations Mentors.
- A recruitment process that supports applicants from diverse backgrounds – if you'd like to discuss your application before submitting, please contact our Talent Acquisition team on Talent@Aspire4life.com.au

About Us:

Aspire4Life acknowledges and pays respect to the Traditional Custodians of the land on which we work.

Aspire4Life is an inclusive employer and encourages applications from people of all backgrounds, including First Nations Peoples, people from Cultural and Linguistically Diverse backgrounds and people with disability. If you would like to discuss accessibility requirements, preferred communication methods and/or adjustments please contact **Mel Berriman** on [0438 409 907](tel:0438409907).

If you're ready to bring your enthusiasm and experience to a role that matters. **Apply Now!**

Please note: All successful applicants will be required to undertake a Nationally Coordinated Criminal History Check and provide evidence of your right to work in Australia.

Applications will be reviewed as received - so please do not delay in sending your interest through.