

SKILLS TEAM EDUCATIONAL EXCELLENCE SPECIALIST

BRANCH/UNIT	Regional Business Group		
TEAM	Delivery Implementation and Performance		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	SEO		
POSITION NO.	TBA		
ANZSCO CODE	249111	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Skills Team Educational Excellence Specialist is responsible for providing specialised coaching and support to Skills Teams to deliver a broad range of quality and innovative learning practices to support excellence in teaching and learning.

3. KEY ACCOUNTABILITIES

1. Provide expert advice and support to Skills Teams to embed innovative and quality teaching practice.
2. Drive continuous improvement and build capability in high quality and innovative educational practice, and application of technology.
3. Provide expert leadership, coaching and support to Skills Teams to continuously improve the customer’s learning experience.
4. Research, monitor and evaluate industry trends to ensure delivery practice remains relevant to student outcomes.
5. In collaboration with Education Training Group (ETG), deliver a broad range of relevant and high quality learning opportunities in response to the latest industry trends.
6. Proactively engage, collaborate and influence skills teams to develop suitable delivery innovations to support personalisation and contextualisation of learning delivery.
7. Monitor and evaluate programs to ensure a consistent, cohesive, and responsive educational delivery with the view to maximise outcomes for the student and position TAFE NSW as the leading regional education and training provider.
8. Work with Educational Capability staff to identify future capability development needs and opportunities to ensure educational delivery remains relevant and up to date with industry trends.
9. Work with Skills Teams to affect change in educational delivery practice to ensure maximization of positive student outcomes.
10. Reflect TAFE NSW’s values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Influencing behavioural change in delivery practice.
- Working across a geographically dispersed area and managing the expectations of stakeholders and/or customers with conflicting priorities and business requirements.
- Keeping abreast of technology, trends, legislative/regulatory and organisational change to maintain the highest quality of service delivery.
- Maintaining healthy relationships and achieving well-formed and balanced outcomes with a diverse group of clients in an evolving and maturing business environment.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Educational Quality	<ul style="list-style-type: none"> • Receive leadership, direction and support. • Provide advice and expertise as required, gain relevant approvals, report on programs status and outcomes.

Education Training Group (ETG)	<ul style="list-style-type: none"> • Liaise on business specific information including best practice in education excellence.
Skills Team	<ul style="list-style-type: none"> • Deliver support and training. • Identify future capability development needs and opportunities.
Other Region Skills Team Educational Excellence Specialists	<ul style="list-style-type: none"> • Liaise on Skills Team educational quality specific information and issues.
Educational Quality Specialists	<ul style="list-style-type: none"> • Liaise on specific information and issues.
External	
VET Professionals and Subject Matter Experts	<ul style="list-style-type: none"> • Help identify areas of collaboration to explore opportunities.

6. POSITION DIMENSIONS

Reporting Line: Manager Educational Quality

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Appropriate Degree or Diploma at AQF levels 5-8 or equivalent and appropriate vocational and or industrial experience.
2. Knowledge of relevant legislation and regulations, industry issues and contemporary VET practices relevant to customer experience in education.
3. Demonstrated experience in quality and innovative learning practices, senior advisory and quality management roles in dynamic and complex environments.
4. Well-developed communication and negotiation skills across a range of customer groups with diverse specialties.
5. Ability to address and meet focus capabilities as stated in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

FOCUS CAPABILITIES

The focus capabilities for the Skills Team Educational Excellence Specialist are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way. • Support a culture of integrity and professionalism. • Understand and follow legislation, rules, policies, guidelines and codes of conduct. • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct. • Recognise and report misconduct, illegal or inappropriate behaviour. • Report and manage apparent conflicts of interest.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement. Actively seek, reflect and act on feedback on own performance. Translate negative feedback into an opportunity to improve. Maintain a high level of personal motivation. Take the initiative and act in a decisive way.
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation. Initiate and develop partnerships with customers to define and evaluate service performance outcomes. Promote and manage alliances within the organisation and across the public, private and community sectors. Liaise with senior stakeholders on key issues and provide expert and influential advice. Identify and incorporate the interests and needs of customers in business process design. Ensure that the organisation's systems, processes, policies and programs respond to customer needs.
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes. Make sure team/unit staff understand expected goals and acknowledge success. Identify resource needs and ensure goals are achieved within budget and deadlines. Identify changed priorities and ensure allocation of resources meets new business needs. Ensure financial implications of changed priorities are explicit and budgeted for. Use own expertise and seek others' expertise to achieve work outcomes.
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions. Understand delegations and act within authority levels. Identify and follow safe work practices, and be vigilant about their application by self and others. Be alert to risks that might impact the completion of an activity and escalate these when identified. Use financial and other resources responsibly.
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Identify opportunities to use a broad range of communications technologies to deliver effective messages. Understand, act on and monitor compliance with information and communications security and use policies. Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business. Support compliance with the records, information and knowledge management requirements of the organisation.