

TAFE SERVICES COORDINATOR

BRANCH/UNIT	Regional Business Group		
TEAM	Customer and Stakeholder Relations		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL8		
POSITION NO.	TBA		
ANZSCO CODE	511112	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 TAFE Services Coordinator is responsible for working collaboratively with local functional areas including training delivery, student services, facilities management and other corporate services to ensure excellence in service experience at the relevant learning location optimising community engagement including multicultural.

3. KEY ACCOUNTABILITIES

1. Proactively monitor site operations and services at the designated learning location and work collaboratively with Business Partners and delivery teams to ensure issue prevention, management and resolution.
2. In collaboration with stakeholders, prioritise safety and continuous improvement, lead and coordinate incident management, liaising with corporate specialist functional areas and appropriately escalating.
3. Act as a key liaison and information point for guests, visitors, staff and students to ensure connection with appropriate service offering, linking external stakeholders to internal personnel for business development opportunities and solutions.
4. Actively contribute to the success of local events, collaborating with delivery teams and corporate services in particular marketing and communications, to raise TAFE's profile in the community.
5. Represent the Regional General Manager and TAFE NSW at local events and community forums promoting the total TAFE experience including learning services, facilities, support services and campus life.
6. Collaborate with a range of diverse stakeholders to ensure local TAFE NSW initiatives, programs, products and services meet the needs of communities including multicultural to improve participation and learning outcomes.
7. Provide feedback to assist in the implementation and operation of the Multicultural and Community Engagement plan. Coordinate responses for mandatory multicultural reporting.
8. Collaborate with operational corporate services to locally co-ordinate key Customer Experience improvement initiatives to ensure enterprise intervention strategies are achieved. Feed insights back to relevant local TAFE business areas, follow through to influence, and maximise reputation and continual improvement of customer centric services.
9. Contribute towards process and procedural enhancements to ensure services provided within the learning location are managed in a timely and effective way to meet customer needs and increase customer satisfaction.
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

- Coordinating others providing on the ground services depended upon by others to facilitate business delivery and that often require immediate responsive action to meet internal client requirements.
- Engaging and working collaboratively with other business support and delivery teams to address immediate issues impacting on customer experience and longer term improvements.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager TAFE Services	<ul style="list-style-type: none"> Receive leadership, direction and advice.
Customer and Stakeholder Relations team	<ul style="list-style-type: none"> Consult and collaborate on team planning, programs and strategies.
Separate or Integrated Connected Learning Centre (CLC)	<ul style="list-style-type: none"> Provide a first level of support for resourcing teachers and students.
Regional Skills Delivery Teams	<ul style="list-style-type: none"> Liaise on operational and customer service matters. Provide leads for business development and feedback from stakeholders. Facilitate incident administration, response and reporting.
Regional/Corporate Business Partners	<ul style="list-style-type: none"> Liaise and coordinate on operational matters including administration, maintenance and repairs, building issues, customer services. Seek and provide advice on regional operations and services matters. Provide feedback on business development and service delivery matters.
Peers across the region and in other Regions	<ul style="list-style-type: none"> Share knowledge, consult and collaborate on initiatives and issues management.
External	
Community and business networks, and forums	<ul style="list-style-type: none"> Promote TAFE businesses and services. Build and support strong productive relationships. Respond to enquiries and business requests.

6. POSITION DIMENSIONS

Reporting Line: Manager TAFE Services

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Located in a learning location designated as 'large to very large' in size and that typically has:

Grading Band: > 250 unique courses **OR** > 7,500 enrolments **OR** > 1.5 million ASH **OR** a total overall grading band of 10 or more (taking into account unique courses, enrolments and ASH).

Decision Making:

- Makes decision on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS





1. Degree in relevant discipline or equivalent skills, knowledge and experience in relevant customer services environments.
2. Demonstrated success in building rapport with a wide range of people and in monitoring and delivering services which meet customer requirements.
3. Ability to work flexible shifts including evening to align with TAFE operating hours.
4. 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
	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	Project Management	Adept

FOCUS CAPABILITIES

The focus capabilities for the TAFE Services Coordinator 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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth and develop and apply new skills. Seek feedback from colleagues and stakeholders. Maintain own motivation when tasks become difficult.
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation. Recognise and adapt to individual differences and working styles. Support initiatives that create an environment in which diversity is valued.
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English'. Clearly explain and present ideas and arguments. Listen to others when they are speaking and ask appropriate, respectful questions. Monitor own and others' non-verbal cues and adapt where necessary. Prepare written material that is well structured and easy to follow by the intended audience. Communicate routine technical information clearly.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services. Understand customer perspectives and ensure responsiveness to their needs. Identify customer service needs and implement solutions. Find opportunities to co-operate with internal and external parties to improve outcomes for customers. Maintain relationships with key customers in area of expertise. Connect and collaborate with relevant stakeholders within the community.
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team/unit goals, strategies and plans. Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate achievements and adjust future plans accordingly.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers		
Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms. • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements. • Prepare accurate estimates of costs and resources required for more complex projects. • Communicate the project strategy and its expected benefits to others. • Monitor the completion of project milestones against goals and initiate amendments where necessary. • Evaluate progress and identify improvements to inform future projects.