Role Description
TAFE Services Coordinator

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10067-01
Classification/Grade/Band	TAFE Worker Level 4
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1339192
Date of Approval	October 2017
Agency Website	www.tafensw.edu.au

Agency overview

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.

Primary purpose of the role

This position is responsible for the Regional Business Group, Student Services and Property Logistics duties on site, working collaboratively with Corporate partners to ensure excellence in service experience at the relevant learning location optimising community engagement.

Key accountabilities

1. Proactively monitor site access, operations and services at the designated learning location and work collaboratively with Business Partners and delivery teams to ensure issue identification, prevention, management and resolution of facilities site and issues.
2. In collaboration with stakeholders, prioritise safety and continuous improvement, lead and coordinate incident management and emergency plans, liaising with corporate specialist functional areas and appropriately escalating.
3. Provide a range of daily operational administrative and student support services including updating and maintaining records, routine financial transactions and procurement to facilitate efficient operations in line with TAFE NSW standards, policies and procedures.
4. Act in the capacity of first point of call to support information technology component of education delivery and as a key liaison and information point for guests, visitors, staff and students by providing accurate and timely information or ensure connection with appropriate service , TAFE business area or relevant internal personnel to meet stakeholder expectations and optimise outcomes and opportunities.
5. Promote TAFE NSW services and products to stakeholders and communities, ensure business leads identified during stakeholder engagement are provided to Business Development staff and demands for educational services and products are provided to the Region skills teams in a timely and efficient manner.
6. 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.
7. Collaborate with a range of diverse stakeholders to ensure local TAFE NSW initiatives, programs, products and services meet the needs of communities including Aboriginal and Multicultural stakeholders to improve participation and learning outcomes.
8. Collaborate with operational corporate services to locally co-ordinate key Customer Experience improvement initiatives to ensure enterprise intervention strategies are achieved.
9. Feed insights back to relevant local TAFE business areas, follow through to influence, and maximise reputation and continual improvement of customer centric services. 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.

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.

Key relationships

Internal

Who	Why
Line Manager	• Receive leadership, direction and advice.
Customer and Stakeholder Relations team	• Consult and collaborate on team planning, programs and strategies.
Separate or Integrated Connected Learning Centre (CLC)	• Provide a first level of support for resourcing teachers and students.
Regional Skills Delivery Teams	• 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	• 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	• Share knowledge, consult and collaborate on initiatives and issues management.

External

Who	Why
Community and business networks and forums	• Promote TAFE businesses and services. • Build and support strong productive relationships. • Respond to enquiries and business requests.

Role dimensions

Decision making

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Manager TAFE Services

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated success in building rapport with a wide range of people and in monitoring and delivering services which meet customer requirements.
4. Ability to work flexible shifts including evening to align with TAFE operating hours.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

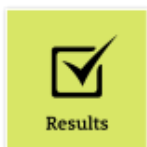| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Value Diversity and Inclusion** Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
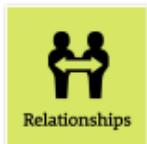
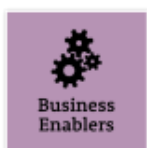|	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Ask questions to explore and understand issues and problems • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may have an impact on completing tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Consider user needs when contributing to solutions and improvements	Foundational
	Project Management Understand and apply effective planning, coordination and control methods	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational