Role Description
Team Leader Administration

TAFE NSW | NSW GOVERNMENT

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10665-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	541111
PCAT Code	1229192
Date of Approval	August 2023
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 managing a team in the delivery of customer focused administration, student support and other general operational activities for future and current TAFE NSW customers to support a successful student experience and to support skills teams with processes and system related tasks.

Key accountabilities

1. Oversee administration team activities/work allocation and develop relationships across TAFE NSW business lines to deliver current future operational objectives.
2. Undertake supervisory and coordination activities including on the job training, team recruitment, team meetings, staff communications, performance management and resolving staffing issues in order to ensure effective team operations.
3. Guide, supervise and direct tasks for the team of administrative staff, in the achievement of TAFE NSW, business delivery and operations team strategies, objectives and outcomes.
4. Coordinate team projects and contribute to broader delivery initiatives to meet quality, compliance and regulatory standards, support process improvements and delivery of an outstanding customer experience to future and current TAFE NSW customers.
5. Contribute to the setting of team level operational performance targets and standards and measuring service delivery achievements to operationalise the strategic focus of TAFE Digital business objectives.
6. Produce and present a wide range of reports, (for example eReporting/ Key Performance Indicators (KPI's), enrolments, applications), in order to provide information that supports evidence based management and decision making.
7. Provide advice, trouble shoot and act as a Subject Matter Expert (SME) escalation point for staff in order to deliver high levels of technical expertise in problem resolution.
8. Work collaboratively with stakeholders to build capabilities and consistency in processes and practices, adoption of change and delivery of high standards of operational activities and customer service.
9. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
10. Place the customer at the centre of all decision making.
11. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
12. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

Key challenges

- Implementing an innovative, creative, and agile culture whilst achieving a consistent approach to customer support and service excellence.
- Collaborating with a range of internal parties to ensure processes are consistent and efficient and to solve issues with student records and processes.
- Prioritising work and maintain deadlines and outcomes in accordance with KPI's.
- Maintaining current knowledge of changing policies, procedures, systems and protocols.

Key relationships

Internal

Who	Why
Line Manager	- Receive leadership, advice and support. - Provide regular updates and advice on team's performance and achievements.

Direct Reports	• Provide leadership, advice and support. • Provide guidance on daily work prioritisation, work schedule, work location, issue resolutions and performance targets.
Skills Team Leaders and Head Teachers	• Seek guidance on subject expert matters/processes.
SEG Delivery Group	• Liaise on student administrative service, processes and related matters.
Student Services Branch	• Seek guidance on and comply with policies, processes, guidelines and standards.
Systems Group	• Provide information related to systems support and technical/performance issues.

External

Who	Why
Students	• Provide information related to systems support and technical/performance issues.
Third Party agents	• Provide information related to systems support and technical/performance issues.

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.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Business Operations Manager

Direct reports

3-10

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated ability to motivate and build team capabilities in product and process knowledge, systems, practices and techniques to achieve high levels of services delivery and customer experience standard.
4. Applied practical knowledge of systems, technology and practices to manage customer service/ administrative type activities and resourcing across variant work volumes, specialisations and channels.

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

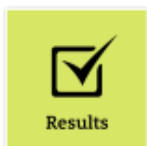| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Stay motivated when tasks become difficult	Intermediate
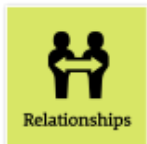
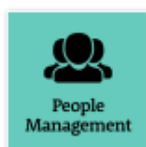|	Commit to Customer Service		Adept
	Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept

|	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
	Optimise Business Outcomes Manage people and resources effectively to achieve public value		• Develop team and unit plans that consider team capabilities and strengths • Plan and monitor resource allocation effectively to achieve team and unit objectives • When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure that capable resources are available	Intermediate

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	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Foundational
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational