

# Role Description

## Technical Writer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As assigned
Position Description no	10182-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	212415
PCAT Code	1229192
Date of Approval	June 2021
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### 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 development of effective technical documentation, work instructions and user guides that allow for the ongoing uplift of capability and knowledge

## Key accountabilities

1. Maintain and develop a suite of knowledge-based articles, including work instructions, how-to guides, templates and checklists.
2. Identify and assess technical documentation needs that support operations and customers' needs.
3. In partnership with subject matter experts, develop technical documentation including work instructions, fact sheets, procedures, user guides and quick reference guides.
4. Maintain register and version controls to ensure consistency, compliance and accuracy of technical documentation and knowledge articles.
5. Maintain currency of resources including revising, updating, editing content, including written directions and operating procedures.
6. Test, review and evaluate documentation and other related products to ensure content, presentation and accessibility meets user and operational requirements.
7. Edit, proofread and revise technical documentation to achieve quality and publishing standards and maintain currency of materials and respond to ad hoc requests.
8. Partner with cross-functional teams to roll out knowledge articles, including communications to stakeholders to support business objectives.
9. 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.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop meaningful performance development and review plans

## Key challenges

- Ensuring key deadlines and agreed targets are met with accuracy and consistency.
- Interpreting and clarifying technical content information copy to deliver engaging, accurate and compliant technical content/documentation.
- Iterating key processes and standards as business needs evolve.
- Developing content to be utilised across multiple channels and use cases.

## Key relationships

### Internal

Who	Why
Line manager	<ul style="list-style-type: none"><li>• Receive leadership, advice and support.</li></ul>
Subject matter experts and specialists	<ul style="list-style-type: none"><li>• Work closely to gather correct and compliant information and provide technical documentation advice to direct and enhance original content.</li></ul>
Stakeholders across TAFE NSW	<ul style="list-style-type: none"><li>• Liaise on user and operational requirements, to develop content that supports service delivery.</li></ul>
Corporate Communications	<ul style="list-style-type: none"><li>• Leverage the enterprise communications frameworks and tools.</li></ul>

## 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

As assigned

## Direct reports

Nil

## 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 skill, knowledge and experience.
3. Demonstrated experience producing technical documentation, work instructions and user guides for a range of mediums and channels to meet business internal operations, customer guidance and knowledge needs.
4. Demonstrated experience working in partnership with subject matter experts on all facets of the documentation to elicit information and ensure product meets user and operational requirements including deadlines, publishing standards, accuracy, presentation and accessibility.
5. Willingness and ability to travel as per business requirements.

## 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
 <p>Personal Attributes</p>	<p><b>Value Diversity and Inclusion</b></p> <p>Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</p>	<ul style="list-style-type: none"> <li>Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>Recognise and adapt to individual abilities, differences and working styles</li> <li>Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>Recognise and manage bias in interactions and decision making</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>Share lessons learned across teams and units</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept



### **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



### **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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 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



Manage Reform and Change

Support, promote and champion change, and assist others to engage with change Foundational

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