

PRINTWEST COORDINATOR

BRANCH/UNIT	Procurement		
TEAM	Print West		
LOCATION	Orange		
CLASSIFICATION/GRADE/BAND	TWL8		
POSITION NO.	80014132		
ANZSCO CODE	511112	PCAT CODE	1119192
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 PrintWest Coordinator is responsible for leading a printing team and maintaining the overall operations of the high volume print cell to provide a high quality and efficient internal print service to customers.

3. KEY ACCOUNTABILITIES

1. Coordinate the print, production and distribution of high volume learning resources that align to the TAFE NSW brand guidelines in a range of media and programs, programs and finishes.
2. Lead and supervise a team within the high-volume print cell by delegating work, managing workload and performance, supporting operational capability and decision-making and acting as an escalation point by providing expert and sophisticated advice and solutions.
3. Implement 'best practice' methodologies across all pillars of process, technology and people to deliver improved commercial and efficiency outcomes from print services.
4. Provide expert and sophisticated technical support in the area of learning design standards and processes and collaborate with key stakeholders to deliver quality outcomes.
5. Foster and maintain positive and effective relationships with internal customers and external contractors to ensure quality print products are delivered within the agreed timeframes.
6. Contribute to the development and measurement of key performance indicators (KPIs) to set the expected service levels across the business and drive an efficient and effective internal print cell service.
7. Managing a high volume of diverse projects with conflicting priorities, meeting tight timeframes, quality requirements and dealing with complex issues.
8. Lead key procurement activities for consumables and equipment to support the print cell including Request for Quotations (RFQs), negotiations, evaluations and undertake contract management activities that support value for money outcomes.
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.

4. KEY CHALLENGES

- Effectively managing time and resources to meet a wide range of production deadlines/needs to ensure the professional delivery of print and production services and products to clients.
- Identifying and implementing continuous improvement opportunities across the print cell that will drive a fully optimised and financially viable service.
- Maintaining relationship with TAFE NSW business representatives and collaborating with the other high volume print cells to provide a consistent and reliable print service.
- Keeping abreast of trends in educational delivery and assessing how the unit can best support this delivery including upskilling and support the unit's staff to meet the challenges.
- Balancing the maintenance of existing services, with the demand for additional services.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
TAFE NSW Internal stakeholders	<ul style="list-style-type: none"> Particularly in relation to projects and the production of teaching and learning materials
Product & Quality Group	<ul style="list-style-type: none"> Liaise with regarding current and future developments
Librarians	<ul style="list-style-type: none"> Resource repository and metadata
Other Print Cells	<ul style="list-style-type: none"> Work collaboratively with other Print Cells within TAFE NSW to meet business needs
External	
Suppliers	<ul style="list-style-type: none"> To procure or provide supplies and resources as needed
Other print services and providers	<ul style="list-style-type: none"> Collaborate on print production opportunities
Other RTOs or external clients	<ul style="list-style-type: none"> Collaborate on print production opportunities

6. POSITION DIMENSIONS

Reporting Line: Print Transformation Manager

Direct Reports: 6

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: Nil

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

- Degree qualification in a related field or significant equivalent experience.
- Experience in supervising high volume printing operations as either an internal or external service provider.

3. 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 and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

FOCUS CAPABILITIES

The focus capabilities for the PrintWest 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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer own opinion and raise challenging issues. Listen when ideas are challenged and respond appropriately. Work through challenges. Remain calm and focused in challenging situations.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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.
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team and unit goals, strategies and plans. Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate outcomes and adjust future plans accordingly.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Seek contributions and ideas from people with diverse backgrounds and experience. • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. • Identify and share business process improvements to enhance effectiveness.
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate. • Monitor compliance with cyber security and the use of technology policies. • Identify ways to maximise the value of available technology to achieve business strategies and outcomes. • Monitor compliance with the organisation's records, information and knowledge management requirements.
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits. • Prepare clear project proposals and accurate estimates of required costs and resources. • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements. • Identify and evaluate risks associated with the project and develop mitigation strategies. • Identify and consult stakeholders to inform the project strategy. • Communicate the project's objectives and its expected benefits. • Monitor the completion of project milestones against goals and take necessary action. • Evaluate progress and identify improvements to inform future projects.
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes. • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams. • Develop work plans that consider capability, strengths and opportunities for development. • Be aware of the influences of bias when managing team members. • Seek feedback on own management capabilities and develop strategies to address any gaps. • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way. • Monitor and report on team performance in line with established performance development frameworks.