

CLASS PREPARATION ASSISTANT – TOURISM & HOSPITALITY

BRANCH/UNIT	Delivery Implementation & Performance		
TEAM	Class Support		
LOCATION	West Region		
CLASSIFICATION/GRADE/BAND	TWL2		
POSITION NO.	TBA		
ANZSCO CODE	599916	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

Manage classroom preparation and venue services for the Hospitality Teaching Section to ensure delivery of teaching can proceed to a high level.

Ensure store and classrooms are maintained in a clean and serviceable state so appropriate regulatory requirements are met.

Manage the restaurant facilities to a high standard.

Ensure stock levels are maintained in line with regulatory and Institute requirements.

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3. KEY ACCOUNTABILITIES

1. Ordering of Goods as required for the store, food and liquor.
2. Receive/collect and store, food and liquor orders.
3. Preliminary preparation of commodities for class use as directed by teachers where cooking is not required.
4. Maintenance of bar, dining room and kitchen pantry stock levels as required.
5. Delivery of class production and documentation to store.
6. Maintaining cleanliness of kitchens, stores, bars, public areas containers and equipment as required.
7. Ensure security of kitchens, dining room and bar equipment in rostered area of duty.
8. Washing of dining room crockery, cutlery, and glassware.
9. Reporting any malfunction, loss or breakage of equipment.
10. Maintaining proper layout of furniture.
11. Provision of food/beverage services as directed.
12. Stocktake of equipment or goods as directed.
13. Ensuring all appliances are turned off in the area of rostered duty at the conclusion of classes.
14. Performing other duties appropriate to the classification.
15. Assist with quality assurance and continuous improvement processes to provide consistency and best practice.

4. KEY CHALLENGES

Coordination of resources and services to varying degrees and complexity

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Line Manager	<ul style="list-style-type: none"> • Receive guidance from and provide regular updates on key projects and priorities
Head Teacher	<ul style="list-style-type: none"> • Receive guidance from and provide regular updates on key projects and priorities
Teaching Staff	<ul style="list-style-type: none"> • Classroom and support management
External	
Contractors	<ul style="list-style-type: none"> • Ordering and receipt of delivery items

6. POSITION DIMENSIONS

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Reporting Line: Staffing Pool Coordinator

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: Nil

*Only authorised to incur expenditure using a Purchasing Card with prior approval from their Line Manager

7. ESSENTIAL REQUIREMENTS

1. Demonstrated experience in stores procurement and commercial kitchen procedures and processes including the knowledge of hospitality equipment operation and maintenance.
2. Current formal qualification in Food Handling and a knowledge of HACCP principles or the ability to obtain within a specified time.
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 & Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Class Preparation Assistant 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	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in the role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology