

CONTRACT ASSURANCE OFFICER

BRANCH/UNIT	Regional Business Group		
TEAM	Delivery Implementation and Performance		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TWL6		
POSITION NO.	TBA		
ANZSCO CODE	511111	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

The Contract Assurance Officer is responsible for coordinating the implementation of delivery contracts for the Region.

3. KEY ACCOUNTABILITIES

1. Track and monitor contract performance to ensure outcomes, KPIs and compliance requirements are met.
2. Ensure the policy implementation, planning and development of programs for example including Trainees and Apprenticeships meet contract outcomes and compliance requirements for programs.
3. Provide expert advice and support to stakeholders on contract outcomes, performance targets and other compliance matters to ensure compliance requirements are met and contract outcomes are optimised.
4. Contribute to the development, implementation and review of policies, procedures and processes on contract delivery to ensure delivery is to the required value and agreed outcomes.
5. Lead, manage and monitor Safety approaches within contract delivery to ensure they meet compliance with regulatory and statutory obligations.
6. Contribute input to regular and ad hoc reports to the Region to inform resourcing decisions on contract assurance and compliance.
7. 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.
8. Place the customer at the centre of all decision making
9. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Working with a broad business group base and understanding business impacts that contribute to the achievement and potential blockers of business objectives.
- Maintaining currency with the range, pace and complexity of changes to statutory and regulatory requirements.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Compliance and Assurance	<ul style="list-style-type: none"> • Receive leadership, direction and support.
Team Members	<ul style="list-style-type: none"> • Mentor, advice and support.
Head of Skills Team/Skills Team	<ul style="list-style-type: none"> • Provide resources and advice, seek input and feedback.
Business Development Team	<ul style="list-style-type: none"> • Receive contracts and advice on customer requirements.

External

Customers/Stakeholders	<ul style="list-style-type: none"> • Maintain relationships with key customers in area of expertise. • Connect and collaborate with relevant stakeholders.
Other government agencies.	<ul style="list-style-type: none"> • Connect and collaborate with relevant stakeholders.

6. POSITION DIMENSIONS

Reporting Line: Manager Compliance and Assurance

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions, using good judgement, 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.

7. ESSENTIAL REQUIREMENTS

1. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
2. 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	Adept
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Contract Assurance Officer 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	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change. Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. Raise and work through challenging issues and seek alternatives. Keep control of own emotions and stay calm under pressure and in challenging situations.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services. Understand customer perspectives and ensure responsiveness to their needs. Identify customer service needs and implement solutions. Find opportunities to co-operate with internal and external parties to improve outcomes for customers. Maintain relationships with key customers in area of expertise.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results		<ul style="list-style-type: none"> Connect and collaborate with relevant stakeholders within the community.
Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards. Take the initiative to progress and deliver own and team/unit work. Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals. Seek and apply specialist advice when required.
Business Enablers		
Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management. Conduct delegated purchasing activities, complying with prescribed guidelines and procedures. Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.