

Role Description

Stores Attendant – Hairdressing and Beauty

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10193-01
Classification/Grade/Band	TAFE Worker Level 2
Senior executive work level standards	Not Applicable
OSCA Code	721131
PCAT Code	1229192
Date of Approval	January 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 providing high standards of customer service to internal and external clients in relation to a range of stores supply and administration activities to support the effective and efficient delivery of educational programs and operations at the relevant TAFE NSW learning site/s.

Key accountabilities

1. Perform EFTPOS transactions and procedural tasks to support teaching/ training activities including: collecting fees and verifying indemnity forms from models; issuing and reconciling receipts; remittances; and maintaining associated records.
2. Allocate models to classrooms and ensure the efficient preparation, issue and monitoring of minor plant, consumables and equipment as required by students and staff for the conduct of classes.
3. Assist with mail administration and handle a range of enquiries via phone and “in person”, following up on routine queries and maintaining a register of hairdressing appointments in accordance with class schedules.
4. Perform general cleaning, maintenance, stocktaking and security monitoring of equipment and bulk materials in store including reordering of consumables in liaison with teachers to meet class operational needs.
5. Receive and check deliveries into store, ensuring items supplied comply with the order and paperwork is accurately acquitted.
6. Implement processes and perform activities to ensure safe, sustainable and economic use of equipment and materials through methods such as adherence to safety procedures, compliance with Maintenance of Material Substance Data Sheets (MSDS) and chemical storage requirements, and appropriate reuse and recycling of materials.
7. Assist teachers with daily class activities to ensure effective condition and use of materials such as ensuring daily supply of clean linen, cleaning and maintaining salon furniture and equipment, and generally assisting with safe preparation, handling and use of chemicals.
8. Assist as required with broader campus/ learning site and team activities including during critical/ peak periods such as special events, functions and enrolments.
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 and review meaningful performance development and review plans.

Key challenges

- Providing high standards of customer service to internal areas reliant on accuracy and timeliness of stores delivery, preparation, maintenance and control to meet class and other practical activity needs.
- Carrying out a diversity of tasks involving stores, administration, teacher/class support on a daily, scheduled and adhoc basis to efficiently meet required timeframes, quality and compliance standards.
- Responding to external and internal client contacts and queries in a professional and courteous manner in busy periods.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Seek guidance on priorities, activities and performance standards.• Report on work activities as required.• Alert to issues arising outside of usual procedures, contribute to and seek guidance on implementing solutions.

Work Team	<ul style="list-style-type: none"> • Share information • Contribute to team operational, services, activities and process improvement initiatives.
Work Teams across Student Experience Group	<ul style="list-style-type: none"> • Support with ordering, setting up and distributing stores to support teaching and other practical activity needs. • Provide information on equipment and materials related matters such as availability of supplies and ordering requirements. • Liaise on allocations of models and client appointments for hair and beauty services.
Stakeholders across TAFE NSW	<ul style="list-style-type: none"> • Liaise on corporate purchasing and stores management processes and standards.

External

Who	Why
Suppliers and contractors	<ul style="list-style-type: none"> • Liaise on purchasing and payment records and transactions. • Assist with information on learning site needs in relation to stores. • Assist with practical matters such as deliveries.
Members of the public and models engaged for classes	<ul style="list-style-type: none"> • Respond to queries, make appointments and allocate to classes under guidance of teaching staff.

Role dimensions

Decision making

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Head Teacher – Hairdressing and Beauty

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate III in relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated knowledge of industry and professional hair and beauty products.
4. Proven experience performing stock control, ordering, maintenance and related cleaning activities.
5. Effective customer service skills, experience handling cash register transactions and maintaining accurate records.

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.

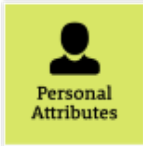
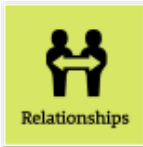


The capabilities are separated into focus capabilities and complementary capabilities

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing assigned work activities• Look for opportunities to learn and develop• Reflect on feedback from colleagues and stakeholders	Foundational
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Recognise the importance of customer service and understanding customer needs• Help customers understand the services that are available• Take responsibility for delivering services that 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• Recognise that customer service involves both external and internal customers	Foundational
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none">• Seek clarification when unsure of work tasks• 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	Foundational
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none">• Comply with basic ordering, receipting and payment processes• Apply basic checking and quality-control processes to activities that support procurement and contract management• Understand probity principles relating to purchasing	Foundational

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	Foundational
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 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	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	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

