

Role Description

TAFE Services Coordinator



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10066-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1339192
Date of Approval	October 2017
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 working collaboratively with local functional areas including training delivery, student services, facilities management and other corporate services to ensure excellence in service experience at the relevant learning location optimising community engagement including multicultural.

Key accountabilities

1. Proactively monitor site operations and services at the designated learning location and work collaboratively with Business Partners and delivery teams to ensure issue prevention, management and resolution.
2. In collaboration with stakeholders, prioritise safety and continuous improvement, lead and coordinate incident management, liaising with corporate specialist functional areas and appropriately escalating.
3. Act as a key liaison and information point for guests, visitors, staff and students to ensure connection with appropriate service offering, linking external stakeholders to internal personnel for business development opportunities and solutions.
4. Actively contribute to the success of local events, collaborating with delivery teams and corporate services in particular marketing and communications, to raise TAFE's profile in the community.
5. Represent the Regional General Manager and TAFE NSW at local events and community forums promoting the total TAFE experience including learning services, facilities, support services and campus life.
6. Collaborate with a range of diverse stakeholders to ensure local TAFE NSW initiatives, programs, products and services meet the needs of communities including multicultural to improve participation and learning outcomes.
7. Provide feedback to assist in the implementation and operation of the Multicultural and Community Engagement plan. Coordinate responses for mandatory multicultural reporting.
8. Collaborate with operational corporate services to locally co-ordinate key Customer Experience improvement initiatives to ensure enterprise intervention strategies are achieved.
9. Feed insights back to relevant local TAFE business areas, follow through to influence, and maximise reputation and continual improvement of customer centric services. Contribute towards process and procedural enhancements to ensure services provided within the learning location are managed in a timely and effective way to meet customer needs and increase customer satisfaction.
10. 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.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

Key challenges

- Coordinating others providing on the ground services depended upon by others to facilitate business delivery and that often require immediate responsive action to meet internal client requirements.
- Engaging and working collaboratively with other business support and delivery teams to address immediate issues impacting on customer experience and longer term improvements.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, direction and advice.
Customer and Stakeholder Relations team	<ul style="list-style-type: none">• Consult and collaborate on team planning, programs and strategies.
Separate or Integrated Connected Learning Centre (CLC)	<ul style="list-style-type: none">• Provide a first level of support for resourcing teachers and students.
Regional Skills Delivery Teams	<ul style="list-style-type: none">• Liaise on operational and customer service matters.• Provide leads for business development and feedback from stakeholders.• Facilitate incident administration, response and reporting.
Regional/Corporate Business Partners	<ul style="list-style-type: none">• Liaise and coordinate on operational matters including administration, maintenance and repairs, building issues, customer services.• Seek and provide advice on regional operations and services matters.• Provide feedback on business development and service delivery matters.
Peers across the region and in other Regions	<ul style="list-style-type: none">• Share knowledge, consult and collaborate on initiatives and issues management.

External

Who	Why
Community and business networks and forums	<ul style="list-style-type: none">• Promote TAFE businesses and services.• Build and support strong productive relationships.• Respond to enquiries and business requests.

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

Manager TAFE Services

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 skills, knowledge and experience.
3. Demonstrated success in building rapport with a wide range of people and in monitoring and delivering services which meet customer requirements.
4. Ability to work flexible shifts including evening to align with TAFE operating hours.

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"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> • Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making 	Adept



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- 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

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Project Management

Understand and apply effective planning, coordination and control methods










- Understand project goals, steps to be undertaken and expected outcomes
- Plan and deliver tasks in line with agreed project milestones and timeframes
- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational



Procurement and Contract
Management

Understand and apply procurement processes to
ensure effective purchasing and contract
performance

Intermediate
