

STUDENT SUPPORT AND CAREERS ADVISOR

BRANCH/UNIT	Corporate Services		
TEAM	Student Services		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL4		
POSITION NO.	Various		
ANZSCO CODE	531111	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 Student Support and Careers Advisor is responsible for providing high-level front-line student advisory and support services to prospective and enrolled students to maximise student enrolments, student retention and course completion. This position assists with enrolments and other student related services when required.

3. KEY ACCOUNTABILITIES

1. Provide informed career, course and employment information and advice to assist prospective and enrolled students to maximise selection of appropriate career and study choices.
2. Refer to and collaborate with the Counsellor to resolve educational and career advice issues and ensure consistency of information and support provision.
3. Refer where necessary individual support services and resources to those who require specialised expertise, assessment and intervention in order to overcome barriers to course completion.
4. Collaborate with educational and customer support service staff to coordinate service provision for students.
5. Review and analyse attendance records regularly to identify students at risk of discontinuing with their learning program and make contact to offer a range of support services.
6. Liaise with a range of internal and external stakeholders to assist in the resolution of student problems that impact on retention.
7. Maintain confidential records to enable reporting on the progress of service delivery.
8. Represent TAFE NSW at external events as relevant and appropriate.
9. Assist with enrolments and other student related services when required.
10. Assist with quality assurance and continuous improvement processes to provide consistency and best practice.
11. 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.
12. Place the customer at the centre of all decision making.
13. Work with the Line Manager to develop and review meaningful performance management and development plans

4. KEY CHALLENGES

- Developing and maintaining an excellent understanding of career, course and employment offerings and pricing.
- Assisting with the identification of students at risk of discontinuing their educational program and assisting them in being directed to the appropriate support.
- Collaborating with service and support teams to deliver seamless quality services to Institute Customers.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Student Support	<ul style="list-style-type: none"> • Receive overall direction on work and unit priorities
Counsellors	<ul style="list-style-type: none"> • Collaboration to complement service provision

Educational Staff & Teachers	<ul style="list-style-type: none"> To align with course completion priorities
Students	<ul style="list-style-type: none"> Provision of information and support
Student Services Team members	<ul style="list-style-type: none"> Collaboration and referral of services to ensure cohesive student support services To support customer service delivery
External	
Specialist Services & Agencies	<ul style="list-style-type: none"> To facilitate referrals and maintain knowledge and expertise in careers support services

6. POSITION DIMENSIONS

Reporting Line: Manager Student Support

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

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

7. ESSENTIAL REQUIREMENTS

- Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
- Demonstrated ability to deliver excellent customer service solutions and find opportunities to improve outcomes for customers.
- Ability to identify, interpret and analyse information and issues by considering options, developing solutions and deciding on appropriate implementation and monitoring of strategies.
- Demonstrated knowledge of current labour market trends within the West Region.
- Class C Drivers Licence and the capacity to travel for business purposes as required.
- The 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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Student Support and Careers Advisor 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	Intermediate	<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. Maintain own motivation when tasks become difficult.
Relationships		
		<ul style="list-style-type: none"> Speak at the right pace and volume for varied audiences. Allow others time to speak.
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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Display active listening. • Explain things clearly. • Be aware of own body language and facial expressions. • Write in a way that is logical and easy to follow.
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation. • Demonstrate a thorough knowledge of the services provided and relay to customers. • Identify and respond quickly to customer needs. • Consider customer service requirements and develop solutions to meet needs. • Resolve complex customer issues and needs. • Co-operate across work areas to improve outcomes for customers.
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence. • Identify issues that may hinder completion of tasks and find appropriate solutions. • Be willing to seek out input from others and share own ideas to achieve best outcomes. • Identify ways to improve systems or processes which are used by the team/unit.
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 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.