Role Description
Guest Services Agent

TAFE NSW

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Learning and Teaching Group
Position Description no	10704-01
Classification/Grade/Band	TAFE Worker Level 2
Senior executive work level standards	Not Applicable
ANZSCO Code	431999
PCAT Code	1118372
Date of Approval	April 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 facilitating a welcoming and positive guest experience at the Hunter Valley Hotel Academy. This role is integral to the customer service, guest relations and the smooth operation of the front office.

NSW GOVERNMENT

Key accountabilities

1. Assist with reception and daily front office tasks to provide a welcoming customer experience.
2. Assist with reservations and check-in and check-out, and ensure guest details are correctly updated in the information system.
3. Perform routine administrative and office duties such as accounts payable, cash handling, maintaining inventory, data entry and records management.
4. Provide exceptional customer service as a liaison between guests and internal TAFE NSW stakeholders to facilitate exchange of information, and handling concerns and/or queries.
5. Assist with sales and marketing activities as required to promote the hotel.
6. Assist with food and beverage duties as required in the Café and Restaurant, including stocktake of materials and processing orders.
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 meaningful performance development and review plans.

Key challenges

- Providing a consistent high level of service to all guests.

Key relationships

Internal

Who	Why
Line manager	• Receive guidance, leadership and support.
Work team	• Receive guidance and collaborate to deliver services

External

Who	Why
Hotel guests and customers	• Provide a high level of service and assist with enquiries

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

Manager Operations HVHA

Direct reports

TBA

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Minimum Certificate II in in relevant discipline or equivalent skills, knowledge and experience.
3. NSW Certificate in the Responsible Service of Alcohol (RSA) 3. A valid First Aid Certificate
4. Proficient in the use of Microsoft Office suite 5. Demonstrated experience with Hotel reservation software

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.
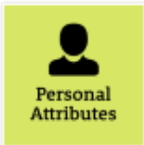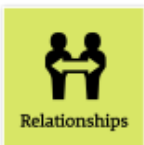
The capabilities are separated into focus capabilities and complementary capabilities

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

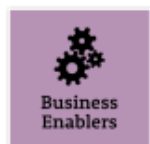| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate

|	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these	Intermediate

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	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational