

# Role Description

## Project Coordinator

| Role Description Fields               | Details                                                               |
|---------------------------------------|-----------------------------------------------------------------------|
| Cluster                               | Education                                                             |
| Department/Agency                     | TAFE NSW                                                              |
| Division/Branch/Unit                  | Capability Group                                                      |
| Position Description no               | 10032-01                                                              |
| Classification/Grade/Band             | TAFE Worker Level 8                                                   |
| Senior executive work level standards | Not Applicable                                                        |
| ANZSCO Code                           | 511111                                                                |
| PCAT Code                             | 1229192                                                               |
| Date of Approval                      | January 2024                                                          |
| Agency Website                        | <a href="https://www.tafensw.edu.au/">https://www.tafensw.edu.au/</a> |

### 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 performing a range of high level business, project and secretariat support, including reporting, data analysis, coordination of project, communications management, project management and support activities to contribute to the development and delivery of the various projects in line with established objectives.

## Key accountabilities

1. Ensure the effective coordination of a range of project management and support services to contribute to the achievement of project outcomes within agreed scope.
2. Implement financial tracking processes to monitor and report on MTD and YTD performance to ensure projects are delivered within budget.
3. Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision- making and planning.
4. Prepare and maintain complex project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information.
5. Communicate with key stakeholders to facilitate exchange of information and support project completion in line with project plans. Liaising on business issues across the program to ensure there is clarity and direction for deliverables and appropriately escalating to ensure effective resolution with minimal risk to the organisation.
6. Develop and implement processes to ensure invoices and accruals are processed in compliance with TAFE NSW policies and procedures.
7. Track and report on project progress to inform on status against established milestones and deliverables.
8. Source, collate and compile data and information to maintain registers of identified emerging risks and issues.
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 management and development plans.

## Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.
- Working within a hybrid waterfall and agile based project environment.
- Maintaining scope and results focus within a business environment undertaking a range of significant initiatives.
- Anticipating and appropriately addressing contentious issues.

## Key relationships

### Internal

| Who           | Why                                                                                                                                                                                                                            |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Line Manager  | Provide advice and contribute to decision making regarding projects and issues.<br>Escalate issues, propose solutions and provide updates.<br>Receive guidance and provide regular updates on projects, issues and priorities. |
| Project Teams | Guide, support, coach and mentor team members.<br>Support team members and work collaboratively to contribute to achieving team outcomes.                                                                                      |

## External

| Who          | Why                                                                                                                                |
|--------------|------------------------------------------------------------------------------------------------------------------------------------|
| Stakeholders | Develop and maintain effective relationships and open channels of communication.<br>Exchange information and respond to enquiries. |

## Role dimensions

### Decision making

- Makes decision on complex and sensitive issues that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Project Manager

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience.
3. Significant experience relevant to project management and administration and exposure to project management tools and significant competency in Microsoft Excel.

## 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 |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|    | <b>Manage Self</b><br>Show drive and motivation, an ability to self-reflect and a commitment to learning                        | Keep up to date with relevant contemporary knowledge and practices<br>Look for and take advantage of opportunities to learn new skills and develop strengths<br>Show commitment to achieving challenging goals<br>Examine and reflect on own performance<br>Seek and respond positively to constructive feedback and guidance<br>Demonstrate and maintain a high level of personal motivation                                                                                                                                                           | Adept |
|    | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect    | Tailor communication to diverse audiences<br>Clearly explain complex concepts and arguments to individuals and groups<br>Create opportunities for others to be heard, listen attentively and encourage them to express their views<br>Share information across teams and units to enable informed decision making<br>Write fluently in plain English and in a range of styles and formats<br>Use contemporary communication channels to share information, engage and interact with diverse audiences                                                   | Adept |
|  | <b>Commit to Customer Service</b><br>Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services<br>Design processes and policies based on the customer's point of view and needs<br>Understand and measure what is important to customers<br>Use data and information to monitor and improve customer service delivery<br>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers<br>Maintain relationships with key customers in area of expertise<br>Connect and collaborate with relevant customers within the community | Adept |

|                                                                                     |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |       |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|    | <b>Deliver Results</b><br>Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes<br>Make sure staff understand expected goals and acknowledge staff success in achieving these<br>Identify resource needs and ensure goals are achieved within set budgets and deadlines<br>Use business data to evaluate outcomes and inform continuous improvement<br>Identify priorities that need to change and ensure the allocation of resources meets new business needs<br>Ensure that the financial implications of changed priorities are explicit and budgeted for                                                                                                                                                                                       | Adept |
|    | <b>Technology</b><br>Understand and use available technologies to maximise efficiencies and effectiveness             | Identify opportunities to use a broad range of technologies to collaborate<br>Monitor compliance with cyber security and the use of technology policies<br>Identify ways to maximise the value of available technology to achieve business strategies and outcomes<br>Monitor compliance with the organisation's records, information and knowledge management requirements                                                                                                                                                                                                                                                                                                                                                                                                    | Adept |
|  | <b>Project Management</b><br>Understand and apply effective planning, coordination and control methods                | Understand all components of the project management process, including the need to consider change management to realise business benefits<br>Prepare clear project proposals and accurate estimates of required costs and resources<br>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements<br>Identify and evaluate risks associated with the project and develop mitigation strategies<br>Identify and consult stakeholders to inform the project strategy<br>Communicate the project's objectives and its expected benefits<br>Monitor the completion of project milestones against goals and take necessary action<br>Evaluate progress and identify improvements to inform future projects | Adept |

## 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         | Intermediate |
|    | Act with Integrity                  | Be ethical and professional, and uphold and promote the public sector values                           | Foundational |
|    | Value Diversity and Inclusion       | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|    | Work Collaboratively                | Collaborate with others and value their contribution                                                   | Intermediate |
|   | Influence and Negotiate             | Gain consensus and commitment from others, and resolve issues and conflicts                            | Intermediate |
|  | Plan and Prioritise                 | Plan to achieve priority outcomes and respond flexibly to changing circumstances                       | Foundational |
|  | 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         | Intermediate |
|  | Finance                             | Understand and apply financial processes to achieve value for money and minimise financial risk        | Foundational |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance     | Intermediate |