

HEAD OF SKILLS TEAM – TAFE DIGITAL

BRANCH/UNIT	Student Experience Group / TAFE Digital		
TEAM	Digital Delivery		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TAFE Manager Level 4		
POSITION NO.	TBA		
ANZSCO CODE	249111	PCAT CODE	2224382
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 Head of Skills Team - TAFE Digital is responsible for leading a group of teaching teams to deliver high quality digital education and training and an outstanding online student experience enabling the Skills Team to achieve its key performance indicators and objectives, in alignment with TAFE Digital Strategy and the TAFE NSW Service Delivery Plan.

3. KEY ACCOUNTABILITIES

1. Lead and support the TAFE Digital Skills Team to meet TAFE NSW's key performance indicators and objectives for excellence in online education and training, through the implementation of the TAFE NSW Service Delivery Plan, ensuring students have an outstanding learning experience.
2. Provide strategic, educational and technical advice to the General Manager TAFE Digital on delivery of digital programs to ensure the TAFE Digital Skills Team is able to achieve TAFE NSW's key performance indicators and objectives for excellence in quality online education and training.
3. Lead the identification of opportunities for enhancing the online student experience and implement continuous improvement processes to ensure online teaching and learning outcomes are maximised.
4. Support the TAFE Digital Skills Team's continuous improvement strategies through regular review of online delivery processes and procedures, initiation of improvement and corrective actions and strategies to ensure improved efficiency, effectiveness, regulatory and contractual compliance are met.
5. Oversee a range of Skills Team resource activities including recruitment, performance and annual Head Teacher reviews to ensure TAFE Digital Skills Team has competent and performing staff required to deliver its programs.
6. Deliver and report against annual key deliverables to ensure TAFE NSW strategic objectives are achieved.
7. Operate within its allocated budget and provide appropriate funding to TAFE Digital Skill Teams activities to ensure adequate resources are available to achieve organisational objectives.
8. Provide strong online educational leadership and promote and encourage innovative online learning and delivery strategies to ensure the needs of a diverse range of business, industry, school, students and cohorts, are addressed.
9. Initiate and maintain effective relationships with key stakeholders, internal and external, to ensure TAFE NSW strategic objectives are achieved.
10. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes actively consulting, promoting and contributing to initiatives, monitoring safety performance, and making decisions and acting on health, safety and wellbeing matters.
11. Place the customer at the centre of all decision making.
12. Build and develop a high-performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
13. Collaborate with staff to ensure the development and regular review of meaningful individual performance management and development plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Maintaining currency with industry and employment trends in a rapidly changing workplace environment.
- Maintaining currency in contemporary teaching methodologies and approaches, use of technology and the digitisation of learning.
- Providing leadership that fosters engagement and integration.
- Maintaining strong relationships and achieving well-formed and balanced outcomes with a diverse group of clients in an evolving and maturing business environment.
- Initiating and establishing significant change and reform to the delivery process and operations while concurrently ensuring high performance in day to day operations.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
General Manager TAFE Digital	<ul style="list-style-type: none"> Receive leadership, direction and support.
Direct Reports	<ul style="list-style-type: none"> Provide leadership, direction and support.
Customers	<ul style="list-style-type: none"> Deliver personalised, high quality vocational education and training programs to enable students to achieve their desired outcomes.
Clients	<ul style="list-style-type: none"> Deliver high quality, customised vocational education and training programs which deliver the required outcomes.
Team members	<ul style="list-style-type: none"> Support, encourage and mentor colleagues to achieve team goals.
Student Experience Group – Education Planning & Service Delivery,	<ul style="list-style-type: none"> Receive advice and support, provide input.
Deputy General Manager TAFE Digital, Senior Manager Aboriginal Education and Engagement (SMAE) and Head of Delivery Implementation and Performance (HoDIP)	<ul style="list-style-type: none"> Receive advice and support, provide input.
External	
Industry, schools and other TAFE and VET providers.	<ul style="list-style-type: none"> Connect and collaborate with relevant stakeholders.
Other government agencies	<ul style="list-style-type: none"> Connect and collaborate with relevant stakeholders. Act as a point of contact for query resolutions and reporting.

6. POSITION DIMENSIONS

Reporting Line: General Manager TAFE Digital

Direct Reports: 10-14

Indirect Reports: Approximately 80

Financial delegation: TBA

Budget/Expenditure: TBA

[TAFENSW.EDU.AU](https://www.tafensw.edu.au)

Grading Band: To be determined by TAFE Digital Management

Decision Making:

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent significant experience in online vocational education and training.
2. Demonstrated high level educational leadership capabilities in VET teaching, online learning and assessment practice.
3. Demonstrated high-level negotiation and influencing skills across a broad range of client groups with diverse interests.
4. 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
	Display Resilience and Courage	Advanced
	Act with Integrity	Highly Advanced
	Manage Self	Advanced
	Value Diversity and Inclusion	Adept
	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
	Deliver Results	Advanced
	Plan And Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Adept
	Manage and Develop People	Highly Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

FOCUS CAPABILITIES

The focus capabilities for the Head of Skills Team – TAFE Digital 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		
Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments. Give frank, honest advice in response to strong contrary views. Accept criticism of own ideas and respond in a thoughtful and considered way. Welcome new challenges and persist in raising and working through novel and difficult issues. Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues.
Personal Attributes		
Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> Champion and model the highest standards of ethical and professional behaviour. Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Set, communicate and evaluate ethical practices, standards and systems and reinforce their use. Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports. Act promptly and visibly to prevent and respond to unethical behaviour.
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience. Ensure systems are in place to capture customer service insights to improve services. Initiate and develop partnerships with customers to define and evaluate service performance outcomes. Promote and manage alliances within the organisation and across the public, private and community sectors. Liaise with senior stakeholders on key issues and provide expert and influential advice. Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches. Ensure that the organisation's systems, processes, policies and programs respond to customer needs.
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams. Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government. Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions. Network extensively across government and organisations to increase collaboration. Encourage others to use appropriate collaboration approaches and tools, including digital technologies.
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes. Drive a culture of achievement and acknowledge input from others. Determine how outcomes will be measured and guide others on evaluation methods. Investigate and create opportunities to enhance the achievement of organisational objectives. Make sure others understand that on-time and on-budget results are required and how overall success is defined. Control business unit output to ensure government outcomes are achieved within budgets. Progress organisational priorities and ensure that resources are acquired and used effectively.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda. Ensure business plan goals are clear and appropriate and include contingency provisions. Monitor the progress of initiatives and make necessary adjustments. Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately. Consider the implications of a wide range of complex issues and shift business priorities when necessary. Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning.
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions. Ensure that own actions and those of others are focused on achieving organisational outcomes. Exercise delegations responsibly. Understand and apply high standards of financial probity with public monies and other resources. Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety. Conduct and report on quality control audits. Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks.
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures. Understand the impacts of funding allocations on business planning and budgets. Identify discrepancies or variances in financial and budget reports, and take corrective action. Know when to seek specialist advice and support and establish the relevant relationships. Make decisions and prepare business cases, paying due regard to financial considerations.
People Management Manage and Develop People	Highly Advanced	<ul style="list-style-type: none"> Ensure performance development frameworks are in place to manage staff performance, drive the development of organisational capability and undertake succession planning. Drive executive capability development and ensure effective succession management practices. Implement effective approaches to identify and develop talent across the organisation. Model and encourage a culture of continuous learning and leadership that values high levels of constructive feedback and exposure to new experiences.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Drive a culture of high performance and ensure performance issues are addressed as a priority.