

## HOUSE SUPERVISOR

BRANCH/UNIT	Regional Business Group - North		
TEAM	Delivery Implementation		
LOCATION	Kurri Kurri		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 3		
POSITION NO.	TBA		
ANZSCO CODE	599916	PCAT CODE	1222491
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 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 House Supervisor is responsible for providing a range of high-level customer and learning site services to support effective operations including conferencing / residential services for the Hunter Valley Hotel Academy at Kurri Kurri. The position provides access to facilities outside of normal business operating.

### 3. KEY ACCOUNTABILITIES

1. Provide access to accommodation and related facilities outside of normal operating hours and opening and closing buildings as required.
2. Maintain discipline of students/ guests on site and assist in emergency situations including liaising with Emergency Services staff and campus management where required.
3. Perform emergency, after-hours repairs to facilities, or call relevant tradesperson if work required.
4. Have access to, and ability to use guest accommodation key and reservation system.
5. Respond to after-hours request from guests, in a timely and friendly manner for room access/key issues, and maintenance concerns.
6. Communicate with Manager to report unexpected events such as after-hours guest arrivals, guest call-outs, after-hours maintenance concerns.
7. Provide afterhours first aid duties to residential guests when required.
8. 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.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Will be required to work cooperatively with the Management team and work with minimal supervision.
- Providing responsive and at times immediate service to meet unplanned staff, other customer or event requirements at the same time as balancing scheduled operational activities.
- Contributing positively and collaboratively with other business team members including external services to respond effectively to immediate emergency situations.
- Maintaining strong customer relations and communications in the course of carrying out protocols that may impact on staff and students such as administering building/ facility security activities.
- Working independently and managing time effectively to provide services outside of usual business operating hours in accordance with rostering.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Team Leader Operations Manager, Hunter Valley Hotel Academy	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> <li>• Provide information and reporting work as required.</li> <li>• Refer complex issues arising or matters not covered by existing protocols.</li> <li>• Liaise with and assist in events of emergency nature.</li> </ul>
Operations Manager, Hunter Valley Hotel Academy	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> </ul>

Learning site specialist business functions	<ul style="list-style-type: none"> <li>• Liaise and coordinate on operational matters including administration, maintenance and repairs, building issues, security and customer services.</li> </ul>
<b>External</b>	
Emergency services representatives, tradesmen and contractors performing activities on site	<ul style="list-style-type: none"> <li>• Liaise with and assist with coordinating activities including emergency, after hours building repairs, furniture moving and security systems support.</li> <li>• Liaison on after hours emergency services support.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Operations Manager, Hunter Valley Hotel Academy

**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 judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

1. Certificate III in relevant discipline or equivalent skills, knowledge and experience.
2. Experience providing a range of services supporting facility or site.
3. Current first aid certificate or willingness to obtain.
4. Class C Driver's licence.
5. 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	<b>Display Resilience and Courage</b>	<b>Foundational</b>
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan And Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	<b>Procurement and Contract Management</b>	<b>Foundational</b>
	Project Management	Foundational

#### FOCUS CAPABILITIES

The focus capabilities for the House Supervisor 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
<b>Personal Attributes</b> Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> <li>Be open to new ideas and approaches.</li> <li>Offer own opinion, ask questions and make suggestions.</li> <li>Adapt well to new situations.</li> <li>Do not give up easily when problems arise.</li> <li>Remain calm in challenging situations.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>Recognise the importance of customer service and understanding customer needs.</li> <li>Help customers understand the services that are available.</li> <li>Take responsibility for delivering services that meet customer requirements.</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met.</li> <li>Show respect, courtesy and fairness when interacting with customers.</li> <li>Recognise that customer service involves both external and internal customers.</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities.</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals.</li> <li>Contribute to the development of team work plans and goal setting.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Understand team objectives and how own work relates to achieving these.</li></ul>
<b>Business Enablers</b>		
Procurement and Contract Management	Foundational	<ul style="list-style-type: none"><li>• Comply with basic ordering, receipting and payment processes.</li><li>• Apply basic checking and quality-control processes to activities that support procurement and contract management.</li><li>• Understand probity principles relating to purchasing.</li></ul>