

# Role Description

## Project Support Officer



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As assigned
Position Description no	10034-01
Classification/Grade/Band	TAFE Worker Level 4
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1227371
Date of Approval	November 2023
Agency Website	<a href="http://www.tafensw.edu.au">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 providing support to the team to ensure all project activities proceed smoothly and efficiently.

## Key accountabilities

1. Perform a range of administrative and data management activities to support project delivery and ensure accurate information is available to the team.
2. Coordinate and support stakeholder group contacts and meetings including scheduling, making practical arrangements and preparing written and digital materials.
3. Provide high level and confidential project administrative support to facilitate effective and efficient communications and workflow.
4. Coordinate and maintain all records to ensure safe storage of and timely access to documents and information.
5. Receive and respond to a diverse range of inquiries from both internal and external stakeholders ensuring accurate and effective advice is provided.
6. Develop, implement and continuously improve clerical/administrative systems and processes in order to provide best practice levels of support to the team.
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

- Supporting professional and consistent work standard practices across TAFE NSW amidst a changing environment.
- Delivering multiple project support activities at times of tight timeframes and maintaining high standards of quality and accuracy.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, advice and support.</li><li>• Provide information and support as required, gain relevant approvals, report on programs activities.</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Collaborate with stakeholders for support with promotion of programs, delivery coordination and accessing support for students.</li></ul>
Other Project team members within and across TAFE	<ul style="list-style-type: none"><li>• Liaise on project specific issues and matters.</li></ul>

### External

Who	Why
VET professional SME's	<ul style="list-style-type: none"><li>• As required to review project deliverables, plans and standards.</li></ul>

## 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

As assigned

## Direct reports

Nil

## Budget/Expenditure

TBA

## Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
- Excellent organisational skills and proven ability to prioritise workflows and meet strict deadlines in a high volume, complex environment.

## 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.

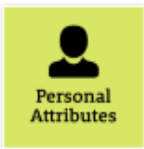
The capabilities are separated into focus capabilities and complementary capabilities

## 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>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate



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### **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



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### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



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### **Technology**

Understand and use available technologies to maximise efficiencies and effectiveness













- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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	Foundational
	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational