

## PRINTING SUPPORT OFFICER

BRANCH/UNIT	Regional Delivery Group		
TEAM	Create Design & Ideation		
LOCATION	Sydney		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 4		
POSITION NO.	Various		
ANZSCO CODE	313111	PCAT CODE	TBA
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 Printing Support Officer is responsible for assisting graphic design students with the print production of their work for assessment requirements, to maintain the print room and keep the section organised and tidy, and to support the section with the ordering of equipment and supplies. The Printing Support Officer also ensures that WHS and safe working practices are implemented around print machinery, and maintains computers and specialised equipment including organising service and repairs.

[TAFENSW.EDU.AU](http://TAFENSW.EDU.AU)

### 3. KEY ACCOUNTABILITIES

1. Ensure the security of plant/equipment and facilities.
2. Ensure computer equipment in Graphic Arts is maintained and operative to enhance the delivery of educational programs.
3. Identify and respond to computer related problems and takes necessary action to rectify.
4. Provide high quality computing class support services and advice.
5. Assist with the management of resources.
6. Recognise and acts on quality assurance problems.
7. Maintain liaison with computer hardware and software suppliers.
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

1. Dealing with a diverse range of tasks in an environment of conflicting demands and time frames.
2. Exercising judgement and initiative in determining the best way to respond to customer needs within the required time frame.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Section Head Teachers	<ul style="list-style-type: none"> <li>• Receive leadership, advice and support.</li> </ul>

### 6. POSITION DIMENSIONS

**Reporting Line:** Section Head Teachers

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

## 7. ESSENTIAL REQUIREMENTS

1. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
2. 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	Display Resilience & Courage	Foundational
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### FOCUS CAPABILITIES

The focus capabilities for the Printing Support Officer 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		<ul style="list-style-type: none"> <li>Adapt existing skills to new situations.</li> </ul>
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## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Show commitment to achieving work goals.</li> <li>• Show awareness of own strengths and areas for growth and develop and apply new skills.</li> <li>• Seek feedback from colleagues and stakeholders.</li> <li>• Maintain own motivation when tasks become difficult.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation.</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers.</li> <li>• Identify and respond quickly to customer needs.</li> <li>• Consider customer service requirements and develop solutions to meet needs.</li> <li>• Resolve complex customer issues and needs.</li> <li>• Co-operate across work areas to improve outcomes for customers.</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence.</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions.</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes.</li> <li>• Identify ways to improve systems or processes which are used by the team/unit.</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks.</li> <li>• Apply practical skills in the use of relevant technology.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Understand and comply with information and communications security and acceptable use policies.</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>