

PROFESSIONAL OFFICER

BRANCH/UNIT	As assigned		
TEAM	As assigned		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Manager level 2		
POSITION NO.	TBA		
ANZSCO CODE	132111	PCAT CODE	1221592
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 Professional Officer is responsible for the provision of a range of high level executive, secretariat and project support services to the Managing Director, collaborating closely with key stakeholders in supporting service delivery and strategy implementation including providing specialised advice, managing communications to support the achievement of the organisation's strategic and operational objectives.

3. KEY ACCOUNTABILITIES

1. Anticipate and address contentious issues and provide accurate advice on complex issues and legislation, given the need to research, collect and assimilate information from a variety of different sources whilst managing confidentiality and exercising diplomacy.
2. Assess and identify complex and critical issues in the absence of the Managing Director amidst diverse and competing priorities and demands to minimise or action matters appropriately and promptly.
3. Prepare, manage and review the provision of high-level communications and correspondence including briefings, reports, submission and notes to ensure the comprehensiveness, accuracy, and timeliness of written information.
4. In collaboration with the Managing Director, facilitate task management including identifying and communicating areas of responsibilities that can be delegated to Managing Director functional areas.
5. Develop systems and processes to manage the flow of information to and from the Office of the Managing Director ensuring timeliness, consistency and integrity in information exchange and data management.
6. Act as the point of contact for the Managing Director, collaborating with, negotiating and influencing the Executive and other stakeholders on a wide range of sensitive, confidential and urgent matters to support effective business relationships and the delivery of timely and appropriate responses.
7. Deal with issues addressed to the Managing Director by resolving these directly by actioning or referring these to the appropriate officer.
8. Implement, monitor and report on strategic, operational and project plans to the Managing Director to inform decision making and support achievement of organisational objectives.
9. Research and prepare high level advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning.
10. Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation.
11. Lead and/or contribute to projects that support the achievement of organisation level strategic and operational objectives including those focussed on ensuring consistency and standardisation in the delivery of education and training products and services to our customers.
12. Manage, mentor and develop a pool of administrative staff. Set priorities, optimise resource deployment, manage performance and build the capabilities of team members.
13. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
14. Place the customer at the centre of all decision making.
15. Manage 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.
16. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Anticipating and addressing contentious issues and providing accurate advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.
- Accurately identifying, assessing and actioning issues in the absence of the Managing Director, amidst diverse and competing priorities and demands, and ensuring the office of the Managing Director continues to operate efficiently and effectively.
- Critically assessing and ensuring all communication, advice and recommendations from all sources are in line with TAFE NSW and NSW Government policies and procedures whilst ensuring action to meet strict deadlines in a high volume environment.
- Maintain a contemporary view of emerging strategic issues that have the potential for significant impacts on the broad range of functions associated with the Managing Director's portfolio.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Managing Director	<ul style="list-style-type: none"> • Receive leadership, direction and support. • Provide high level executive advice and contribute to decision making, identifying emerging issues/risks and their implications and propose solutions. • Receive advice and report on progress against business objectives and discuss future directions. • Oversee the operation of the Managing Director's office ensuring smooth communication.
Group Leadership Team	<ul style="list-style-type: none"> • Collaborate and provide advice to contribute to business planning, projects and issues management. • Liaise with and coordinate information and responses to address matters directed to the Group. • Provide strategic advice and support to assist the effective management and operations of the Group.
Direct Reports	<ul style="list-style-type: none"> • Lead, direct, manage and support performance and development
TAFE NSW corporate and delivery managers and function representatives	<ul style="list-style-type: none"> • Liaise with and share information between internal stakeholders. • Support the Managing Director on matters relevant to the Group involving engagement of other TAFE NSW branches/groups.
External	
NSW Government and other stakeholders	<ul style="list-style-type: none"> • Ensure that the Managing Director's interests are advanced by maintaining effective, collaborative relationships and partnerships with NSW Government, central agencies, and key industry and community stakeholders, as appropriate.
Customer inquiries and complaints	<ul style="list-style-type: none"> • Ensure effective management of communications, including appropriate referral and follow up as appropriate.

6. POSITION DIMENSIONS

Reporting Line: As assigned

Direct Reports: 0-5

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

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.
- Manages 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 experience.
2. Demonstrated experience providing high level executive administration or business management support in a complex organisational and/or education environment.
3. 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	Adept
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the Professional 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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change. Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. Raise and work through challenging issues and seek alternatives. Keep control of own emotions and stay calm under pressure and in challenging situations.
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others. Represent the organisation in an honest, ethical and professional way and set an example for others to follow. Ensure that others have a working understanding of the legislation and policy framework within which they operate. Promote a culture of integrity and professionalism within the organisation and in dealings external to government. Monitor ethical practices, standards and systems and reinforce their use. Act on reported breaches of rules, policies and guidelines.
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding. Translate technical and complex information concisely for diverse audiences. Create opportunities for others to contribute to discussion and debate. Actively listen and encourage others to contribute inputs. Adjust style and approach to optimise outcomes. Write fluently and persuasively in a range of styles and formats.
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position. Lead and facilitate productive discussions with staff and stakeholders. Encourage others to talk, share and debate ideas to achieve a consensus. Recognise and explain the need for compromise. Influence others with a fair and considered approach and sound arguments. Show sensitivity and understanding in resolving conflicts and differences. Manage challenging relations with internal and external stakeholders. Pre-empt and minimise conflict.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues. • Work through issues, weigh up alternatives and identify the most effective solutions. • Take account of the wider business context when considering options to resolve issues. • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements. • Implement systems and processes that underpin high quality research and analysis.
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 Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms. • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements. • Prepare accurate estimates of costs and resources required for more complex projects. • Communicate the project strategy and its expected benefits to others. • Monitor the completion of project milestones against goals and initiate amendments where necessary. • Evaluate progress and identify improvements to inform future projects.
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes. • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams. • Develop work plans that consider capability, strengths and opportunities for development. • Be aware of the influences of bias when managing team members. • Seek feedback on own management capabilities and develop strategies to address any gaps.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way.• Monitor and report on team performance in line with established performance development frameworks.