

OPERATIONS MANAGER

BRANCH/UNIT	Regional Business Group		
TEAM	Tourism Experience Services		
LOCATION	Western Sydney Region		
CLASSIFICATION/GRADE/BAND	TWL5		
POSITION NO.	80002517		
ANZSCO CODE	599916	PCAT CODE	TBA
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 Operations Manager is responsible for managing and coordinating Hospitality business operations across Baulkham Hills, Campbelltown, Kingswood, Mount Druitt, Wentworth Falls Wetherill Park, learning locations playing a vital role in ensuring each learning location functions effectively, with a smooth efficient service that meets the expectations and needs of customers and clients.

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3. KEY ACCOUNTABILITIES

1. Day to day supervision of operations staff and allocation of resources to ensure all learning locations are adequately staffed to ensure service delivery is cost effective and meets customers/stakeholders expectations.
2. Liaise on staffing and rostering issues to ensure that operational continuity is not impacted and that appropriately skilled resources are available.
3. Carry out on a daily basis inspection of kitchens and other hospitality facilities and train staff to ensure operational and safety compliance with regulatory and legislative requirements.
4. Source and purchase consumables, liquor, cleaning agents, materials and equipment, monitor disposal and use of classroom products and undertake stocktake activities, reconciling stock transactions and providing information and assistance to comply with TAFE's asset management directions and obligations.
5. Establish and maintain relationships with suppliers/contractors to maximise value and ensure timely delivery arrangements.
6. Prepare accurate regular and ad hoc reports on staffing resources and operational delivery performance so that information can be utilised for performance and Regional reporting.
7. Foster and maintain effective relationships with key stakeholders to ensure delivery that is flexible and supports optimal business outcomes.
8. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
9. Place the customer at the center of all decision making.
10. 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.
11. 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 positive and professional relationships with a diverse group of clients in an evolving and maturing business to achieve well informed and balanced outcomes
- Keeping up to date with the range, pace and complexity of changes in technology, information and knowledge required to deliver quality service
- Gaining and compiling adequate and relevant information that is not always readily available from a diverse range of sources and ensure its validity and present in the format required to report on resourcing cost and implication.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Head Teacher	<ul style="list-style-type: none"> • Receive leadership, direction and support. • Liaise on matters regarding building maintenance, WHS and campus security.

External

Suppliers/Contractors	<ul style="list-style-type: none"> Work with suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.
Local Industry and Public	<ul style="list-style-type: none"> Support activities of the section to maintain a high professional profile for the TAFE NSW presence in the community. Coordinate booking for the onsite restaurants.

6. POSITION DIMENSIONS

Reporting Line: Head Teacher – Tourism and Hospitality

Direct Reports: Various

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions using good judgement, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignment with considerable complexity and sensitivity.
- Manage functional expenditure and resourcing within relevant policy and delegations
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

- Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills knowledge and experience.
- Hospitality experience, with knowledge of recipes and food ordering in a commercial environment.
- 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
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Operations Manager 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		
Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth and develop and apply new skills. Seek feedback from colleagues and stakeholders. Maintain own motivation when tasks become difficult.
Relationships		
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation. Demonstrate a thorough knowledge of the services provided and relay 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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results		<ul style="list-style-type: none"> Co-operate across work areas to improve outcomes for customers.
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly. Initiate, and develop team goals and plans and use feedback to inform future planning. Respond proactively to changing circumstances and adjust plans and schedules when necessary. Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals. Accommodate and respond with initiative to changing priorities and operating environments.
Business Enablers		
Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management. Conduct delegated purchasing activities, complying with prescribed guidelines and procedures. Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.
People Management		
Manage and Develop People	Intermediate	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks. Develop team capability and recognise and develop potential in people. Be constructive and build on strengths when giving feedback. Identify and act on opportunities to provide coaching and mentoring. Recognise performance issues that need to be addressed and work towards resolution of issues.