

## SKILLSPPOINTS INDUSTRY RELATIONSHIP LEAD

BRANCH/UNIT	Education and Training Group		
TEAM	Training Operations		
LOCATION	SkillsPoints HQs		
CLASSIFICATION/GRADE/BAND	TM2		
POSITION NO.	TBA		
ANZSCO CODE	139999	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 SkillsPoints Industry Relationship Lead is responsible for acting as the face of product development for SkillsPoints, liaising with industry regarding new training products and ensuring the TAFE NSW products meet industry needs.

### 3. KEY ACCOUNTABILITIES

1. Lead and manage the development and maintenance of key strategic relationships and alliances with Industry Reference Groups to ensure training products meet the current and future needs of industry groups.
2. Secure industry endorsement and input for training products to optimise job outcome success through conforming to industry needs.
3. Galvanise industry support for innovative practices and technology to be embedded within training products to lead high quality delivery.
4. Manage the provision of specialist advice, and develop and recommend strategies for identifying and implementing innovative, customer-focussed solutions to industry training products.
5. Be the first point of contact for significant industry partners to ensure products are developed taking into account industry needs and expectations.
6. Lead the identification and analysis of industry data and trends to inform course design and ensure training products reflect industry needs.
7. Drive continuous improvement through regular reviews of processes and procedures and initiation of improvement and corrective actions and strategies to enhance operations and output.
8. Identify and manage risks associated with industry partnership operations and lead the development and implementation of appropriate mitigation and corrective strategies to ensure the achievement of desired outcomes.
9. Maintain up-to-date knowledge of state and federal changes to tertiary training initiatives and apply this knowledge when developing strategies to achieve strong effective industry relationships.
10. 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.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Resolving complex and strategic challenges where precedent solutions are not always available.
- Working across a wide geographic area from a central base and managing the expectations of numerous stakeholders with conflicting priorities and expectations.
- Effectively managing the complexity of organisational arrangements and governance requirements to create innovative solutions, involving the non-government sector, and other agencies of the Government.
- Undertaking complex planning and coordination of activities in a state-wide operating environment.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head of SkillsPoints	<ul style="list-style-type: none"> <li>Receive leadership, direction and support.</li> </ul>
RBG, industry stakeholders, General Managers Business Development and Communications and Marketing, Aboriginal Engagement Head of Skills teams	<ul style="list-style-type: none"> <li>Consult on product design, development, and suitability for business operations.</li> </ul>
Business Development team	<ul style="list-style-type: none"> <li>Channel business development opportunities through key relationships with industry.</li> </ul>
<b>External</b>	
Industry stakeholders	<ul style="list-style-type: none"> <li>Lead the liaison on new products to ensure needs are met.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Head of SkillsPoints

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- 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 significant experience.
2. Proven record of success in managing strategic relationships in a complex and dynamic operating environment.
3. Demonstrated commitment to continuous improvement in an environment focused on customer service.
4. 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 and Courage	Advanced
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Adept
	<b>Value Diversity</b>	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Advanced</b>
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Intermediate
	Project Management	Adept

### FOCUS CAPABILITIES

The focus capabilities for the SkillsPoints Industry Relationship Lead 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> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>Model the highest standards of ethical behaviour and reinforce them in others.</li> <li>Represent the organisation in an honest, ethical and professional way and set an example for others to follow.</li> <li>Ensure that others have a working understanding of the legislation and policy framework within which they operate.</li> <li>Promote a culture of integrity and professionalism within the organisation and in dealings external to government.</li> <li>Monitor ethical practices, standards and systems and reinforce their use.</li> <li>Act on reported breaches of rules, policies and guidelines.</li> </ul>
<b>Personal Attributes</b> Value Diversity	Adept	<ul style="list-style-type: none"> <li>Seek to promote the value of diversity for the organisation.</li> <li>Recognise and adapt to individual differences and working styles.</li> <li>Support initiatives that create an environment in which diversity is valued.</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding.</li> <li>Translate technical and complex information concisely for diverse audiences.</li> <li>Create opportunities for others to contribute to discussion and debate.</li> <li>Actively listen and encourage others to contribute inputs.</li> <li>Adjust style and approach to optimise outcomes.</li> <li>Write fluently and persuasively in a range of styles and formats.</li> </ul>
<b>Relationships</b> Influence and Negotiate	Advanced	<ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments.</li> <li>Work towards mutually beneficial win/win outcomes.</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts.</li> <li>Identify key stakeholders and gain their support in advance.</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise.</li> <li>Pre-empt and minimise conflict within the organisation and with external stakeholders.</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>Drive a culture of achievement and acknowledge input of others.</li> <li>Investigate and create opportunities to enhance the achievement of organisational objectives.</li> <li>Make sure others understand that on-time and on-budget results are required and how overall success is defined.</li> <li>Control output of business unit to ensure government outcomes are achieved within budget.</li> <li>Progress organisational priorities and ensure effective acquisition and use of resources.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b>		<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes.</li> </ul>
Technology	Advanced	<ul style="list-style-type: none"> <li>• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace.</li> <li>• Implement appropriate controls to ensure compliance with information and communications security and use policies.</li> <li>• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes.</li> <li>• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes.</li> <li>• Implement and monitor appropriate records, information and knowledge management systems protocols, and policies.</li> </ul>