

Role Description

Student Loans Reporting Specialist



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Shared Services Group
Position Description no	10252-02
Classification/Grade/Band	TAFE Worker Level 8
Senior executive work level standards	Not Applicable
ANZSCO Code	221214
PCAT Code	1229192
Date of Approval	August 2024
Agency Website	www.tafensw.edu.au

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 driving reporting compliance for TAFE NSW in relation to the Student Loans programs. Liaising with relevant Commonwealth entities on compliance reporting matters and responding to all data related inquiries and verification tasks on behalf of TAFE NSW. This position will lead reporting of Commonwealth data ensuring TAFE NSW is adhering to the relevant contractual obligations.

Key accountabilities

1. Collate, review and undertake complex analysis to support commonwealth verification tasks and authenticate that all compliance reporting is a true reflection of enrolments associated with the Student Loans programs.
2. Develop a reporting analytic tool to monitor commonwealth compliance reporting requirements and obligations associated with the Student Loans programs, including the facilitation and remediation activities of enrolment data.
3. Develop and apply effective measurement techniques to assess the performance of the student loans team, enabling the identification of efficiency improvement opportunities, risks, and actionable insights that support informed business decision making
4. Engage with commonwealth stakeholders to identify and resolve issues, escalate instances of non-compliance or seek guidance in relation to compliance reporting.
5. Maintain currency of TAFE NSW policies, processes, legislative and regulatory requirements across relevant information and reporting systems ensuring reporting obligations and compliance requirements are met.
6. Partner with Systems Group to identify and resolve system generated errors and ensure the solutions are compliant and minimise all downstream errors.
7. Provide mentoring, training and capability uplift to team members to foster a high performing team culture.
8. Reflect TAFE NSW's value 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.

Key challenges

- Identifying and defining appropriate data and measurements that support decision making that can be adopted across the student loans team.
- Providing efficient and effective high level support within a high volume work area requiring coordination of information from a variety of sources and delivering data remediation requests within tight timeframes.
- Working collaboratively with stakeholders to ensure that information and data reporting/requests are provided in a timely manner, correct and accurately detailed.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.
Work Team	<ul style="list-style-type: none">• Share information, provide team guidance and contribute flexibly to team initiatives and activities.
Work Team across Shared Services Group	<ul style="list-style-type: none">• Facilitate feedback and gain support during change initiatives and business as usual processes.
TAFE NSW staff	<ul style="list-style-type: none">• Respond to enquiries / seek issue resolution in a timely and helpful manner, and engage in data remediation processes with staff.

External

Who	Why
Government agencies and regulatory bodies	<ul style="list-style-type: none">Data input and collection purposes, TAFE performance, research and input into internal and external reviews, benchmarking and performance reviews.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Senior Manager Student Data Reporting

Direct reports

1

Budget/Expenditure

TBA

Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Tertiary qualification in related field or equivalent significant experience relevant to the role.
- Demonstrated experience and understanding of the commonwealth loans program and its application in the VET environment, using corporate systems such as EBS and PeopleSoft.
- Demonstrated experience in coordinating compliance reporting activities and the managing and mentoring of staff.

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.

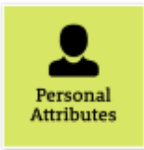


The capabilities are separated into focus capabilities and complementary capabilities

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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Technology

Understand and use available technologies to maximise efficiencies and effectiveness




- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements


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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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	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	Intermediate
	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	Intermediate