

STORES OFFICER – ABORIGINAL IDENTIFIED

BRANCH/UNIT	Shared Services Group/ TAFE Infrastructure NSW		
TEAM	Logistics		
LOCATION	Regions (various locations)		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 4		
POSITION NO.	TBA		
ANZSCO CODE	741111	PCAT CODE	1227292
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 Stores Officer is responsible for maintaining specific campus stores operations to ensure availability of materials, equipment and consumables to support current and future business delivery needs.

The position maintains a secure and clean storage facility and performs the full range of stores activities including materials/equipment ordering, receipting, issuing, stock control and administration to provide high levels of customer service to TAFE NSW business clients.

3. KEY ACCOUNTABILITIES

1. Maintain a secure, clean, ordered and controlled stores facility in compliance with corporate logistics policies and standards.
2. Perform tasks to ensure efficient day to day stores operations including materials/equipment ordering, receiving, dispersing, issuing and disposing, to high standards of safety and compliance with all operating procedures.
3. Provide materials/equipment to internal TAFE NSW staff, including specific inventories to teachers in an accurate and timely fashion.
4. Receive and store incoming materials/equipment, inspecting and ensuring accuracy and quality of goods as intended.
5. Pick kits to meet specific needs of TAFE NSW businesses, teachers and schedules, and distribute or arrange distribution to sites as required.
6. Perform work or use equipment reliant on holding formal licences (such as forklift and drivers licences) to undertake stores/logistics activities including unloading and distribution of goods, moving vehicles and pallets, undertaking essential training and obtaining relevant licences as required.
7. Monitor stocks of MaxMin materials/equipment and raise purchase requisitions as required to ensure ready supply of materials/equipment to meet business needs.
8. Carry out formal stocktakes to meet defined schedules and timeframes and utilise computerised and manual systems to support administration of stock control, workflows, inventories and other stores and stock control related activities.
9. Contribute to and participate in continuous improvement activities, and assist in implementing changes to enhance efficiencies and quality of services to customers.
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 meaningful performance development and review plans.

4. KEY CHALLENGES

- Ensuring the ready availability of stock to meet business and specific teaching needs when accurate forward schedules may not be available.
- Performing a range of day to day stores tasks to meet customer needs as well as implementing cyclic and adhoc administration activities.
- Learning and using new computerised systems to assist with stores and stock control and issue processes.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Regional Logistics Manager – direct manager	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Alert to issues, seek guidance on new or more complex matters. • Provide reports and updates on activities as required.
Broader Logistics team members	<ul style="list-style-type: none"> • Share information on stores operations. • Seek advice as needed. • Collaborate on broader across team matters and contribute to continuous improvement activities and introduction of new systems.
Regional internal TAFE NSW managers and staff	<ul style="list-style-type: none"> • Liaise on stores related requirements such as materials/equipment and consumables needed to support business needs. • Seek and act on feedback to improve customer service. • Provide information and assist customers to ensure stores processes are accessible and user friendly.
External	
Vendors, suppliers, couriers	<ul style="list-style-type: none"> • Liaise on stores ordering, supply and distribution matters.

6. POSITION DIMENSIONS

Reporting Line: Regional Logistics Manager

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 judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Applicants for this position must be of Aboriginal descent by parentage, identify as being Aboriginal and be accepted in the community as such. Applications are sought from Aboriginal and Torres Strait Islander people as “eligible persons” designated under Government Sector Employment Rule 26. Confirmation of Aboriginality documentation must be provided.
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
3. Experience performing a range of stores management activities.
4. Demonstrated ability to use manual and computerised systems to support stores management operations.
5. Demonstrated ability to provide high standards of customer service in a stores or similar environment.
6. Minimum class C drivers and forklift licence or willingness and ability to obtain; and willingness to update licences and undertake essential training as required.
7. Willingness and ability to travel and work at sites across the regional network as required.
8. 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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Stores 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	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer own opinion and raise challenging issues. Listen when ideas are challenged and respond appropriately. Work through challenges. Remain calm and focused in challenging situations.
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in plain English. Clearly explain and present ideas and arguments. Listen to others to gain an understanding and ask appropriate, respectful questions. Promote the use of inclusive language and assist others to adjust where necessary. Monitor own and others' non-verbal cues and adapt where necessary. Write and prepare material that is well structured and easy to follow. Communicate routine technical information clearly.
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience. Support a customer-focused culture in the organisation. Demonstrate a thorough knowledge of the services provided and relay this knowledge 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. Cooperate across work areas to improve outcomes for customers.
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions. Understand delegations and act within authority levels. Identify and follow safe work practices, and be vigilant about own and others' application of these practices. Be aware of risks and act on or escalate risks, as appropriate. Use financial and other resources responsibly.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Use available technology to improve individual performance and effectiveness. Make effective use of records, information and knowledge management functions and systems. Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.