

INDUSTRY INNOVATION SPECIALIST

BRANCH/UNIT	Market Group		
TEAM	Policy and Industry Engagement		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Manager Level 2		
POSITION NO.	TBA		
ANZSCO CODE	139999	PCAT CODE	1339192
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 Industry Innovation Specialist is responsible for engaging with industry in thought leadership, creating a space where industry and TAFE NSW can work collaboratively to identify needs and innovative solutions to current and future workforce requirements. The Industry Innovation Specialist positions are distinct from traditional industry engagement roles in that they are not constrained by solutions driven by existing vocational education frameworks. Working collaboratively with industry, the Industry Innovation Specialist will push the boundaries of the current Accredited Training models to leverage a range of traditional and non-traditional solutions including various partnerships, delivery pathways and development approaches (including micro credentials)..

3. KEY ACCOUNTABILITIES

1. Being the first point of contact for industries that wish to engage with TAFE NSW and facilitating the provision of information and advice as required, in consultation with internal teams to demonstrate TAFE NSW's ability to deliver innovative, fit-for-purpose outcomes that transcend traditional VET settings.
2. Organise events and forums to engage industry in thought leadership discussions which showcase the ability for TAFE NSW to develop and implement innovative capability development that leverage traditional VET settings where appropriate but are not constrained by them.
3. Work with industry peak bodies to design policy initiatives, influence funding decisions for VET and make external submissions to reflect and advocate for industry
4. Leverage expert knowledge of VET legislative, financial and administrative frameworks (including state and commonwealth licensing requirements) to work with industry to challenge assumptions that stifle innovative, industry aligned solutions for a safe, future-focused, job-ready workforce and provide robust economically and socially viable solutions through external submissions and industry advocacy.
5. Communicate complex issues, with stakeholders (internal and external) including industry peak bodies, regulators, solution architects, and developers, to provide advocacy for shifts in policy settings and funding that would support the adoption of more innovative and responsive solutions to the acquisition, assurance and credentialing of workforce aligned skills and knowledge.
6. Collaborate with industry to address workforce development related challenges and develop solutions that support industry growth and competitiveness.
7. Undertake training needs analysis and providing educational advisory services to support commercial opportunities and strategic partnerships
8. Build and maintain collaborative and influential relationships with TAFE function heads, business units and industry partners to provide confidence that solutions will be delivered within agreed timelines at the agreed level of quality; especially where the solution is a significant departure from traditional VET offerings
9. Leverage industry knowledge and connections to support the ongoing development of TAFE NSW staff to ensure currency of industry knowledge, skills, and emerging requirements.
10. Support internal teams responsible for the development, assurance and review of training packages, relevant accreditations and research and analysis to determine training demand through the provision of industry intelligence and network access.
11. 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.
12. Place the customer at the centre of all decision making.
13. Work with the Line Manager to develop meaningful performance development and review plans.

4. KEY CHALLENGES

- Resolving complex and strategic workforce development challenges for industry with innovative solutions, not constrained by traditional VET settings.
- Working across multiple industry sectors, including those outside your subject matter expertise.
- Working across a wide geographic area from a central base and managing the expectations of numerous stakeholders with conflicting priorities and expectations.
- Sustaining relationships with senior officials, particularly relevant central agencies (state and commonwealth), and industry leaders, that are critical to the advocacy and delivery of changes in policy, funding, and where necessary legislation, to support the adoption of a broader range of development and assurance measures outside traditional VET frameworks.
- Political judgement and ability to quickly understand solution impacts, risks, and opportunities.
- Outstanding communication skills to frame and translate high level strategic requirements and engagement inputs into clear and compelling narratives.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Industry Innovation	<ul style="list-style-type: none"> Receive leadership, advice and support. Support achievement of a positive working culture with a strategic and agile approach to Industry needs. Report on industry engagement activities and outcomes; alert to issues with options to address.
Broader Market Group teams	<ul style="list-style-type: none"> Provide advice on industry specific promotions. Collaborate, liaise, and advise to inform TAFE NSW's broader marketing, policy and strategy directions. Channel business development opportunities through key relationships with industry, supporting commercial growth for TAFE NSW and whole of business opportunities for customers. Supporting commercial opportunities and strategic partnerships.
Product Group	<ul style="list-style-type: none"> Provide industry intelligence to influence Training Package development as well as product design and innovative ideas. Coordinate responses both internally and externally to support engagement and ownership of the product pipeline. Liaise to ensure alignment with products and stakeholder needs. Contribute industry intelligence to inform training package processes as well as product design and innovation ideas.
Strategy and Research Group	<ul style="list-style-type: none"> Provide industry demand advice as well as infrastructure requirements (assets design) aligned to the future of learning and industry innovation.
Policy Team	<ul style="list-style-type: none"> Working closely with the Policy Team in advocating for VET and influencing policy settings and frameworks.
Strategic Initiative Team	<ul style="list-style-type: none"> Support through advice to inform the design and development of new education models.
People & Culture	<ul style="list-style-type: none"> Assisting in the organization of industry specific CPD activities and workforce development requirements
Student Experience Group	<ul style="list-style-type: none"> Sharing industry feedback on training programs, preferred delivery practices and training solutions. Provide industry feedback to inform the activities and operations in aligning delivery practices to future industry needs. Supporting commercial opportunities and strategic partnerships.
External	
Industry Stakeholders	<ul style="list-style-type: none"> The first point of contact for industry wishing to engage TAFE NSW

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- Organise events and forums to engage industry in thought leadership discussions to promote the benefits of TAFE NSW training solutions and identify opportunities for innovation
- Engage Industry early on emerging trends to position TAFE NSW to capitalise on the market opportunity.

6. POSITION DIMENSIONS

Reporting Line: Manager Industry Innovation

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Make decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Manage 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 significant experience in vocational education context or similar.
2. Proven record of success in managing strategic internal and external relationships in a complex and dynamic operating environment to achieve business development and improvement objectives.
3. Significant experience consulting and collaborating with industry stakeholders on training product development, partnerships, opportunities to support innovation and business growth or similar.
4. Extensive experience in challenging restrictive policy settings, proposing innovative training development and assurance initiatives (including those that drive setting changes) in response to emerging industry trends, responses and advocacy strategies in a complex and sensitive environment.
5. Demonstrated understanding of Vocational and Education funding, policy, and compliance environment to support training product opportunities in a commercial environment or demonstrated transferable experience.
6. 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
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

FOCUS CAPABILITIES

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The focus capabilities for the Industry Innovation Specialist 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 Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use. Represent the organisation in an honest, ethical and professional way and set an example for others to follow. 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 promptly on reported breaches of legislation, policies and guidelines.
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services. Design processes and policies based on the customer's point of view and needs. Understand and measure what is important to customers. Use data and information to monitor and improve customer service delivery. Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers. Maintain relationships with key customers in area of expertise. Connect and collaborate with relevant customers within the community.
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams. Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government. Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Network extensively across government and organisations to increase collaboration. • Encourage others to use appropriate collaboration approaches and tools, including digital technologies.
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments. • Work towards mutually beneficial 'win-win' outcomes. • Show sensitivity and understanding in resolving acute and complex conflicts and differences. • Identify key stakeholders and gain their support in advance. • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise. • Anticipate and minimise conflict within the organisation and with external stakeholders.
Results Deliver Results	Adept	<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.
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 in collaboration with others. • Take account of the wider business context when considering options to resolve issues. • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements. • Implement systems and processes that are underpinned by high-quality research and analysis. • Look for opportunities to design innovative solutions to meet user needs and service demands. • Evaluate the performance and effectiveness of services, policies and programs against clear criteria.
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending. • Consider financial implications and value for money in making recommendations and decisions. • Understand how financial decisions impact the overall financial position.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Understand and act on financial audit, reporting and compliance obligations.• Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these.