# senior recruitment officer

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| BRANCH/UNIT | People & Safety | | |
| TEAM | Organisation Design Program | | |
| LOCATION | Ultimo | | |
| CLASSIFICATION/GRADE/BAND | TAFE Worker Level 6 | | |
| POSITION NO. | TBA | | |
| ANZSCO CODE | 223112 | PCAT CODE | TBA |
| TAFE Website | [www.tafensw.edu.au](http://www.tafensw.edu.au/) | | |
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## ORGANISATIONAL ENVIRONMENT

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| 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. |
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## POSITION PURPOSE

The Senior Recruitment Officer is responsible for forming and managing key relationships within the Organisation Design Program and third party recruitment contract vendors to deliver proactive, customer focused end-to-end recruitment activities and advice that ensures the compliance with legislative and regulatory requirements and the hiring of the best available talent.

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## KEY ACCOUNTABILITIES

1. Administer and support the Organisation Design Program to deliver end-to-end recruitment activities including hiring manager and third party recruitment contract vendor meetings, advertising and sourcing, shortlisting, assessments and tasks, interviews, selection reports and offers of employment to ensure compliance and integrity of recruitment processes and competitive hires.
2. Provide recruitment advice and support on recruitment policies and procedures to third party recruitment contract vendors (RPO) to build capability to ensure the effective and compliant execution of recruitment activities related to the Organisation Design Program.
3. Prepare advertising via the recruitment system and other media sources as required to ensure information is available by required deadlines.
4. Coordinate with the RPO on the delivery of interview/assessment centre activities including design, coordination, scheduling and administration to support efficient and timely recruitment processes.
5. Deliver recruitment reporting such as metrics and data to ensure the Organisation Design Program stakeholders are informed of progress and make effective recruitment decisions.
6. Coordinate the approval of recruitment, expressions of interest requests and appointments to ensure compliance with delegation and legislative requirements.
7. Interpret a range of TAFE NSW recruitment policies, procedures and guidelines and provide RPO with accurate advice to ensure that recruitment processes are conducted in accordance with TAFE NSW recruitment practices and delivers high quality candidates to clients.
8. Contribute to the ongoing review, development and maintenance of recruitment policies ensuring alignment to TAFE and government policy, process and legislation and best practice recruitment industry approaches.
9. Verify selection panel reports for approval by the appropriate authorised delegate to ensure selection recommendations are compliant to policies and award conditions.
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. 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.

## KEY CHALLENGES

* Coordinating information from a variety of sources including dealing appropriately with sensitive or confidential matters.
* Working in a high volume, complex and sensitive area, requiring high levels of tact, discretion and confidentiality.
* Providing a client centric proactive recruitment support service that delivers high levels of customer and candidate satisfaction with the recruitment process.
* Managing time effectively including balancing stakeholder demands and requirements to ensure work is delivered within the required timeframe

## KEY RELATIONSHIPS

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| WHO | WHY |
| **Internal** | |
| Team Leader | * Receive leadership, direction and support |
| Team members | * Collaborate to share information, opportunities and issues |
| **External** | |
| Other Government Agencies | * Collaborate and share information. Identify opportunities for partnering to address current and future recruitment needs. |
| RPO | * Partner to coordinate and deliver client-centric recruitment process management * Provide recruitment advice, guidance and support |

## POSITION DIMENSIONS

**Reporting Line:** Team Leader

Direct Reports: Nil  
**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/assignments with considerable complexity and sensitivity.
* Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## ESSENTIAL REQUIREMENTS

1. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills , knowledge and experience.
2. Demonstrated knowledge and experience in end to end recruitment delivery including best practice recruitment approaches, marketing and social media initiatives and policies, processes and legislative requirements.
3. Demonstrated experience in candidate care and building relationships with hiring managers.
4. Ability to address and meet focus capabilities as stated in the Position Description.

## 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](http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/the-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

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| CAPABILITY GROUP | NAME | LEVEL |
|  | Display Resilience & Courage | Foundational |
| Act with Integrity | Intermediate |
| **Manage Self** | **Intermediate** |
| Value Diversity | Intermediate |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Adept** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| **Plan And Prioritise** | **Intermediate** |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |

### OCCUPATION/PROFESSION SPECIFIC CAPABILITIES FOR THE POSITION

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| CAPABILITY | DEFINITION | LEVEL |
| **Workforce Insights** | * Establish and maintain workforce management systems, data and analysis to support evidence-based decision making. | **Level 1** |
| **Employee Services** | * Deliver customer focused human resources services to optimise the employment life cycle experience at an individual and organisational level. | **Level 1** |

### FOCUS CAPABILITIES

The focus capabilities for the Senior Recruitment 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**  Manage Self | Intermediate | * 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 | Adept | * Take responsibility for delivering high quality customer-focused services. * Understand customer perspectives and ensure responsiveness to their needs. * Identify customer service needs and implement solutions. * Find opportunities to co-operate with internal and external parties to improve outcomes for customers. * Maintain relationships with key customers in area of expertise. * Connect and collaborate with relevant stakeholders within the community. |
| **Results**  Plan and Prioritise | Intermediate | * 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**  Technology | Intermediate | * Apply computer applications that enable performance of more complex tasks. * Apply practical skills in the use of relevant technology. * Make effective use of records, information and knowledge management functions and systems. * Understand and comply with information and communications security and acceptable use policies. * Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies. |