

## OPERATIONAL WORKFORCE PLANNER

|                           |  |           |         |
|---------------------------|--|-----------|---------|
| BRANCH/UNIT               | People & Safety  |           |         |
| TEAM                      | Workforce Alignment  |           |         |
| LOCATION                  | Negotiable   |           |         |
| CLASSIFICATION/GRADE/BAND | TAFE Worker Level 8  |           |         |
| POSITION NO.              | TBA  |           |         |
| ANZSCO CODE               | 223111   | PCAT CODE | 1224692 |
| 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 Operational Workforce Planner is responsible for providing tactical advice on organisational planning activities to ensure a sustainable workforce is in place to meet the current and emerging needs of TAFE NSW.

### 3. KEY ACCOUNTABILITIES

1. Develop workforce plans and models (in close consultation with groups / businesses and Business Partners) that translate high level workforce analysis into practical operational solutions.
2. Conduct demand and forecasting analyses (based on local operational needs) that deliver measurable improvements to local workforces.
3. Review workforce resourcing requirements and develop responsive and evidence based operational interventions.
4. Liaising closely with the business and using data based evidence, identify areas of local workforce planning needs and develop operationally based remediation strategies.
5. Undertake scenario-based planning/testing to assist in planning and developing options for unforeseen and foreseeable operational workplace events to provide inputs into the workforce plans to ensure People & Safety and Finance Business Partners and operational leadership make informed decisions about how best to develop, plan and cost for the future workforce.
6. Undertake analysis of operational workforce data and the impacts on workforce budgeting, establishments/organisational design costs to assess the effectiveness of operational workforce management programs and to inform management decisions and recommended courses of action.
7. Explore capability current state and future need requirements with business units in order to understand needs and on the basis of this intelligence, devise effective operational workforce solutions that provide the right labour mix.
8. Liaise with Workforce and Financial Analysts to obtain relevant strategic workforce and operational data / metrics on which to base operational workforce initiatives.
9. Review establishments to identify trends over time and use this data to inform effective future operational initiatives.
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

- Translating high level workforce plans into practical, operational solutions.
- Ensuring workforce planning processes and practices underpin the delivery of effective operational interventions.
- Identifying the crucial interrelationships between workforce needs and the development and implementation of effective solutions.

### 5. KEY RELATIONSHIPS

#### WHO

#### WHY

#### Internal

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|   |  |
|---|--|
| Regional People Manager /<br>Corporate People Manager | <ul style="list-style-type: none"> <li>• Receive leadership, advice and support.</li> <li>• Provide a 'heads up' when scheduled activities may be in jeopardy of being delivered on time.</li> <li>• Devise (and implement approved) mitigation strategies to ensure the on time delivery of activities.</li> </ul>  |
| People & Safety Business Partner                      | <ul style="list-style-type: none"> <li>• Share and advise on operational workforce data to assist with HR metrics collection, trend identification, gap analysis and key performance indicators.</li> <li>• Collaborate to exchange ideas and approaches to ensure the delivery of contemporary services.</li> </ul> |
| Finance Business Partner                              | <ul style="list-style-type: none"> <li>• Liaise on relevant financial management related policies, procedures and tools to ensure accuracy of workforce costing to inform scenario planning and workforce modelling.</li> </ul>  |
| Business Partners                                     | <ul style="list-style-type: none"> <li>• Receive strategic workforce intelligence that will support the 'build' of operational workforce activities.</li> </ul>  |
| Business Subject Matter Experts (SME's)               | <ul style="list-style-type: none"> <li>• Receive information about current operational needs and design and implement local workforce initiatives.</li> </ul>  |

## 6. POSITION DIMENSIONS

**Reporting Line:** Regional People Manager / Corporate People Manager

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**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.

## 7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. 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.

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Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

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

## FOCUS CAPABILITIES

The focus capabilities for the Operational Workforce Planner 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>             |       |  |
| 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                | Adept | <ul style="list-style-type: none"> <li>Tailor communication to the audience.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Monitor own and others' non-verbal cues and adapt where necessary.</li> <li>Create opportunities for others to be heard.</li> <li>Actively listen to others and clarify own understanding.</li> <li>Write fluently in a range of styles and formats.</li> </ul> |
| <b>Relationships</b>                   |       |  |
| Work Collaboratively                   | Adept | <ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration.</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units.</li> <li>Share lessons learned across teams/units.</li> </ul>   |

## NSW Public Sector Capability Framework

| Group and Capability                       | Level        | Behavioural Indicators   |
|--|--------------|--|
|  |              | <ul style="list-style-type: none"> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work.</li> </ul>   |
| <b>Results</b><br>Plan and Prioritise      | Adept        | <ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work.</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans.</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses.</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives.</li> <li>Evaluate achievements and adjust future plans accordingly.</li> </ul> |
| <b>Results</b><br>Think and Solve Problems | Adept        | <ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options.</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.</li> <li>Identify and share business process improvements to enhance effectiveness.</li> </ul>   |
| <b>Business Enablers</b><br>Technology     | Intermediate | <ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks.</li> <li>Apply practical skills in the use of relevant technology.</li> <li>Make effective use of records, information and knowledge management functions and systems.</li> <li>Understand and comply with information and communications security and acceptable use policies.</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>   |