

GENERAL ASSISTANT/ TOOLSTOREPERSON

BRANCH/UNIT	Regional Business Group		
TEAM	Various		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL 2		
POSITION NO.	TBA		
ANZSCO CODE	899311	PCAT CODE	TBA
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 General Assistant /Toolstoreperson is responsible for providing high level customer service to support the effective and efficient delivery of educational programs. This position may be required to work to a roster and to carry out manual handling activities. This position contributes to the daily operational needs of the section/s.

3. KEY ACCOUNTABILITIES

1. Provide support to ensure the effective program delivery through maintenance of facilities (where this work is not carried out by contract cleaning staff), machinery, small machinery in stores and equipment as directed by the Head Teacher.
2. Undertake end-to-end coordination and administration of inventory including all steps from ordering of goods and services through to final reclamation for recycling/reuse, including ensuring that adequate inventory of stores and equipment are on hand, maintaining stores in a clean and tidy condition, and ensuring security of tools, equipment and materials as directed.
3. Preparation and issue of tools, equipment and materials required by students and staff to facilitate effective supply of learning materials.
4. Assist in loading and unloading delivery trucks, removal and transport of furniture, equipment and other materials.
5. 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.
6. Place the customer at the centre of all decision making.
7. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Managing competing priorities within stringent timeframes and deadlines
- Interpreting instructions and requirements of various teaching and learning teams.
- Responding to diverse and often unpredictable events or incidents.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Staffing Pool Coordinator	<ul style="list-style-type: none">• Receive leadership, guidance and support.• Seek guidance on priorities and more complex issues arising.
Work team	<ul style="list-style-type: none">• Participate in meetings, share information, and provide input to continual improvement activities.
Head Teachers and Teachers	<ul style="list-style-type: none">• Respond to queries, provide information and assist with general assistant matters.• Support with administrative and logistics matters involved with working in correctional centres.

6. POSITION DIMENSIONS

Reporting Line: Staffing Pool Coordinator

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. Demonstrated experience working within a trade environment or related work areas.
2. Demonstrated experience in all aspects of purchasing within a trade environment.
3. Demonstrated experience in inventory and stock control including store layout and maintenance of stores records.
4. Demonstrated ability to work as a team member or with limited supervision.
5. 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 & Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the General Assistant /ToolStoreperson 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	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills. Show commitment to completing work activities effectively. Look for opportunities to learn from the feedback of others.
Relationships		
Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service. Help customers understand the services that are available. Take responsibility for delivering services which meet customer requirements. Keep customers informed of progress and seek feedback to ensure their needs are met.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results		<ul style="list-style-type: none">• Show respect, courtesy and fairness when interacting with customers.
Deliver Results	Foundational	<ul style="list-style-type: none">• Complete own work tasks under guidance, within set budgets, timeframes and standards.• Take the initiative to progress own work.• Identify resources needed to complete allocated work tasks.• Seek clarification when unsure of work tasks.
Business Enablers		<ul style="list-style-type: none">• Comply with basic ordering, receipting and payment processes.
Procurement and Contract Management	Foundational	<ul style="list-style-type: none">• Apply basic checking and quality control processes to activities which support procurement and contract management.