

FUNCTIONAL CONSULTANT

BRANCH/UNIT	Systems Group Solutions Delivery		
TEAM	Solutions Delivery		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	261312	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 Functional Consultant works within an agile team that delivers solutions using modern supported technologies and is responsible for planning, designing and overseeing the construction of applications and software systems through a sound understanding of functional design to meet business needs.

3. KEY ACCOUNTABILITIES

1. Understand and study the current business processes/requirements and future business flow in order to provide an integrated information system solution to meet the business needs of the organisation.
2. Conduct investigative work to gather requirements using a range of sources such as interviews, document analysis, requirements workshops, business process descriptions, user cases, scenarios, business analysis, task and workflow analysis, and user journeys to establish detailed knowledge of the current processes.
3. Provide functional application support to business, quality assurance and end-user support teams to ensure seamless delivery.
4. Coordinate with senior systems analysts to determine appropriate course of action in problem resolution, including the accurate assessment of identified issues to determine whether a technical or functional cause and/or resolution.
5. Coordinate with the Technical Consultants and end users to design appropriate system modifications and technical solutions to support and resolve any identified system issues.
6. Conduct review sessions and work with user/SMEs to incorporate new functionalities seamlessly.
7. Identify and notify solution risks, mitigation and risk treatment in line with defined RAID framework.
8. 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.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Maintaining scope and results focus within a business environment undertaking a range of significant initiatives.
- Managing consultation and negotiation with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Improving real-time information access; streamlining processes, accessing information more efficiently, transferring data and information across multiple platforms and development and maintenance.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Team Lead	<ul style="list-style-type: none"> • Receive leadership, direction and advice.
Program Manager	<ul style="list-style-type: none"> • Receive leadership, direction and advice.
Project Team leads and members	<ul style="list-style-type: none"> • Share information. • Guide and support project team members. • Work collaboratively to contribute to achieving team outcomes. • Collaborate in the implementation of project related strategies.

External

Vendors	<ul style="list-style-type: none">• Manage relationships and performance as required and align requirements with project timeframes and delivery.• Effective management of the procurement process.
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6. POSITION DIMENSIONS

Reporting Line: Team Lead

Direct Reports: Nil

Indirect Reports: Nil

Financial Delegation: Nil

Budget/Expenditure: Nil

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 qualification in related field or equivalent significant industry 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. 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	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan And Prioritise	intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Development and Implementation –System development – programming/software development	Level 5- PROG
	Development and Implementation– Installation and Integration – Systems integration and build	Level 4 - SINT

FOCUS CAPABILITIES**NSW Public Sector Focus Capabilities****NSW Public Sector Capability Framework**

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> 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 Stay motivated when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Development and Implementation –System development –	Level 5 (PROG)	<p>Programming/software development (PROG) - Takes technical responsibility across all stages and iterations of software development. Plans and drives software construction activities. Adopts and adapts appropriate software development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Measures and monitors applications of project/team standards for software construction including software security. Contributes to the development of organisational policies, standards, and guidelines for software development.</p>
Development and Implementation – Installation and Integration —	Level 4 (SINT)	<p>Systems Integration and build (SINT) - Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing. Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. Recommends and implements improvements to processes and tools.</p>