

# Role Description

## Operations Manager



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10278-01
Classification/Grade/Band	TAFE Worker Level 5
Senior executive work level standards	Not Applicable
ANZSCO Code	599916
PCAT Code	1118492
Date of Approval	April 2018
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

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.

### Primary purpose of the role

This position is responsible for managing and coordinating Hospitality business operations and staffing rosters across Wollongong, Nowra, Moss Vale, Goulburn, Moruya, Ulladulla, West Wollongong and learning locations playing a vital role in ensuring each learning location functions effectively, with a smooth efficient service that meets the expectations and needs of customers and clients.

## Key accountabilities

1. Day to day supervision of operations staff and allocation of resources to ensure all learning locations are adequately staffed to ensure service delivery is cost effective and meets customers/stakeholders expectations.
2. Liaise with Staffing Pool Coordinator(s) to advise and update on staffing and rostering issues to ensure that operational continuity is not impacted and that appropriately skilled resources are available.
3. Carry out on a daily basis inspections of kitchens and other hospitality facilities and train staff to ensure operational and safety compliance with regulatory and legislative requirements.
4. Source and purchase consumables, liquor, cleaning agents, materials and equipment, monitor disposal and use of classroom products and undertake stocktake activities, reconciling stock transactions and providing information and assistance to comply with TAFE's asset management directions and obligations.
5. Establish and maintain relationships with suppliers/contractors to maximise value and ensure timely delivery arrangements.
6. Prepare accurate regular and ad hoc reports on staffing resources and operational delivery performance so that information can be utilised for performance and Regional reporting.
7. Foster and maintain effective relationships with key stakeholders to ensure delivery that is flexible and supports optimal business outcomes.
8. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
9. Place the customer at the centre of all decision making.
10. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
11. Collaborate with staff to ensure the development and regular review of meaningful individual performance management and development plans that are clearly aligned to strategic objectives and focused to develop the individual.

## Key challenges

- Maintaining positive and professional relationships with a diverse group of clients in an evolving and maturing business to achieve well informed and balanced outcomes
- Keeping up to date with the range, pace and complexity of changes in technology, information and knowledge required to deliver quality service
- Gaining and compiling adequate and relevant information that is not always readily available from a diverse range of sources and ensure its validity and present in the format required to report on resourcing cost and implication.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, direction and support.</li><li>• Liaise on matters regarding building maintenance, WHS and campus security.</li></ul>
Suppliers/Contractors	<ul style="list-style-type: none"><li>• Work with suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.</li></ul>
Local Industry and Public	<ul style="list-style-type: none"><li>• Support activities of the section to maintain a high professional profile for the TAFE NSW presence in the community.</li><li>• Coordinate booking for the onsite restaurants.</li></ul>

## **Role dimensions**

### **Decision making**

- Makes decisions using good judgement, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignment with considerable complexity and sensitivity.
- Manage functional expenditure and resourcing within relevant policy and delegations
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### **Reporting line**

Head Teacher

### **Direct reports**

Various

### **Budget/Expenditure**

TBA

## **Essential requirements**

1. A valid Working with Children Check (required prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills knowledge and experience.
3. Hospitality experience, with knowledge of recipes and food ordering in a commercial environment.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


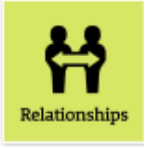
The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and 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 affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Intermediate



### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others














- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational



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Optimise Business Outcomes

Manage people and resources effectively to achieve public value Foundational



Manage Reform and Change

Support, promote and champion change, and assist others to engage with change Foundational

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