

## INSTITUTE OF APPLIED TECHNOLOGY - WORK INTEGRATION PROGRAM SPECIALIST

BRANCH/UNIT	Student Experience Group		
TEAM	Institute of Applied Technology		
LOCATION	Meadowbank		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 8		
POSITION NO.	TBA		
ANZSCO CODE	224900	PCAT CODE	1229192
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 IAT Work Integration Program Specialist oversees and is responsible for the operational and technical aspects of the alumni work integration engagement strategy as part of a state-wide network. Networking with the wider community is a critical aspect of the role to establish professional relationships and identify specialised employment opportunities across multiple channels to support IAT Alumni .

## 3. KEY ACCOUNTABILITIES

1. Collaborates with stakeholders to design, develop and implement a Work Integrated Learning Strategy/Roadmap for IAT to further and drive employment outcomes for students.
2. Works closely with stakeholders develop, implement and maintain a student platform and engagement strategy ,focused on job market trends, job-ready skills and career opportunities so as to provide students with solid foundations and work-ready skills upon entering the workforce.
3. Conduct regular analysis of industry trends, and employment prospects across a variety of platforms, including recruitment agency websites, Industry contacts and Industry associations to identify potential employment leads and opportunities for IAT students and/or Alumni.
4. Build and maintain new relationships and partnerships with industry leaders, enabling the promotion of IAT programs, whilst also gaining insight into industry internship programs and cadetships in an effort to educate the community and broaden the prospects for IAT graduates
5. Lead negotiations with industry leaders and employers to develop/adapt their internship programs, cadetship, and traineeship opportunities for IAT Alumni.
6. Collect, analyse, and maintain data to generate comprehensive reports that will indicate opportunities for continuous improvement and innovation so as to enhance on IAT's service delivery model , ensuring programs are delivered in an equitable, consistent, and efficient manner.
7. Maintain student engagement by building and supporting student communities, providing technical advice and guidance regarding potential employment opportunities to cultivate a strong sense of what it means to be an IAT student and part of the alumni community.
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 meaningful performance development and review plans.

## 4. KEY CHALLENGES

- 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.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Account Manager	<ul style="list-style-type: none"> <li>Receive guidance, support and leadership.</li> </ul>
IAT Operations, Product, Commercial teams and IAT Partners	<ul style="list-style-type: none"> <li>Collaborate to develop, deliver, and continuously improve Work Integrated Learning Programs for IAT learners.</li> <li>Collaborate to identify employment and internship opportunities for IATD learners.</li> <li>Collaborate to develop student communities and interest groups</li> <li>Ensuring that seamless and transparent communication exists across all partnership initiatives</li> </ul>
SEG/ Student Support teams	<ul style="list-style-type: none"> <li>Collaborate on best practice Alumni retention, engagement, and management</li> </ul>
Customer & Student Success – Counselling & Career Development Services, Disability & Access Services, Library Services	<ul style="list-style-type: none"> <li>Provide integrated support in maximising employment outcomes for Institute of Applied Technology learners and graduates.</li> <li>Provide effective referral processes across support services and other support mechanisms.</li> </ul>
Customer & Student Success - Support teams and Student Experience Group (SEG) Delivery (teachers/TAFE Digital)	<ul style="list-style-type: none"> <li>Work collaboratively to deliver facilities, events, and activities to learners that best meet learning location and student cohort's needs.</li> </ul>
Learners	<ul style="list-style-type: none"> <li>Engage, inform, and educate on engagement program, facilities and events.</li> <li>Engage, inform, encourage, and support student's participation/utilisation of alumni engagement and event programs.</li> </ul>
<b>External</b>	
Alumni networks, employers/placement, and industry networks	<ul style="list-style-type: none"> <li>Promote and generate student engagement programs.</li> <li>Establish, build and support productive relationships and networks to enable the student engagement program to remain relevant and provide opportunities.</li> <li>Identify mutually beneficial employment and internship opportunities for IATD learners.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Account 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. Demonstrated understanding of the technology sector to inform program design, the labour market, current recruitment practices, and challenges facing graduates.
3. Demonstrated advanced facilitation skills and experience in actively engaging a wide range of audiences both in person and virtually.
4. Ability to travel to perform work outside normal working hours where required.
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 and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan And Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>

## FOCUS CAPABILITIES

The focus capabilities for the Work Integration Program Specialist 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> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way.</li> <li>Support a culture of integrity and professionalism.</li> <li>Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct.</li> <li>Recognise and report misconduct and illegal and inappropriate behaviour.</li> <li>Report and manage apparent conflicts of interest and encourage others to do so.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Share information across teams and units to enable informed decision making.</li> <li>Write fluently in plain English and in a range of styles and formats.</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences.</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration.</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units.</li> <li>Share lessons learned across teams and units.</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position.</li> <li>Lead and facilitate productive discussions with staff and stakeholders.</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus.</li> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes.</li> <li>Influence others with a fair and considered approach and sound arguments.</li> <li>Show sensitivity and understanding in resolving conflicts and differences.</li> <li>Manage challenging relationships with internal and external stakeholders.</li> <li>Anticipate and minimise conflict.</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required.</li> <li>Complete work tasks within set budgets, timeframes and standards.</li> <li>Take the initiative to progress and deliver own work and that of the team or unit.</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals.</li> <li>Identify any barriers to achieving results and resolve these where possible.</li> <li>Proactively change or adjust plans when need.</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience.</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Seek contributions and ideas from people with diverse backgrounds and experience.</li> <li>• Participate in and contribute to team or 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> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks.</li> <li>• Use available technology to improve individual performance and effectiveness.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits.</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources.</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies.</li> <li>• Identify and consult stakeholders to inform the project strategy.</li> <li>• Communicate the project's objectives and its expected benefits.</li> <li>• Monitor the completion of project milestones against goals and take necessary action.</li> <li>• Evaluate progress and identify improvements to inform future projects.</li> </ul>