

Role Description

Technical Assistant



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As Assigned
Position Description no	10049-01
Classification/Grade/Band	TAFE Worker Level 3
Senior executive work level standards	Not Applicable
ANZSCO Code	313214
PCAT Code	1339192
Date of Approval	2024
Agency Website	https://www.tafensw.edu.au/

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 class preparation, storing and monitoring supplies and maintaining computing equipment to support teaching staff with the effective and efficient delivery of educational programs.

Key accountabilities

1. Provide class support to ensure that appropriate teaching equipment and class resource materials are available and maintained according to educational requirements.
2. Provision of educational class support by collecting of plant, insects and other materials, setting up experiments and apparatus and maintaining records and preparation of educational resources as required.
3. Maintenance of horticulture machinery, stock, consumables and equipment and keeping appropriate records.
4. Operate and maintain horticulture machinery and equipment as required.
5. Performing minor repairs to horticulture machinery and equipment.
6. Assisting teachers in the provision of educational programs including demonstrations and preparation of educational displays.
7. Ensuring hazardous materials are stored or disposed of in a safe and proper manner, and maintain appropriate material safety data sheets.
8. Maintaining appropriate levels of housekeeping and ensuring work areas are kept in a clean and tidy condition.
9. Maintaining appropriate standards of OH&S in the workplace.
10. Providing a quality customer service to all internal and external customers and actively participating in staff meetings (section, campus, faculty and institute wide) to contribute towards the efficient running of the section.
11. Ensuring that the principles of EEO, OH&S, ethical practice, ethnic affairs priority statement and other appropriate legislative requirements are applied.
12. Undertaking other duties relevant to the position and classification.

Key challenges

- Acquiring and sustaining the confidence and support of customers, stakeholders and colleagues by ensuring that all content developed is focused on critical customer and business needs.
- Working within a broader business framework and understanding cross-business impacts that contribute to both the achievement, and potential blockers, of business objectives.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, direction and advice.
Stakeholders across Education and Skills Group, including Faculty	<ul style="list-style-type: none">• Provide advice and seek feedback and information to inform service delivery.

Role dimensions

Decision making

TBA

Reporting line

As assigned

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Industry experience or equivalent and demonstrated knowledge and understanding of the horticulture area.
3. Experience in operation and maintenance of machinery and equipment used in horticulture.
4. Appropriate licences for vehicles and machinery utilised in the agricultural and animal care or willingness to obtain.
5. Ability to support practical classes and meet deadlines.
6. Current drivers licence and first aid certificate or willingness to obtain.
7. Effective communication skills.
8. Commitment to providing a quality customer service.
9. Ability to work independently and participate as a member of a team.
10. Ability to maintain accurate records.
11. Commitment and understanding of EEO, OH&S, ethical practice, ethnic affairs priority statement, and other legislative requirements as they relate to the position.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing assigned work activities• Look for opportunities to learn and develop• Reflect on feedback from colleagues and stakeholders	Foundational



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Recognise the importance of customer service and understanding customer needs
- Help customers understand the services that are available
- Take responsibility for delivering services that meet customer requirements
- Keep customers informed of progress and seek feedback to ensure their needs are met
- Show respect, courtesy and fairness when interacting with customers
- Recognise that customer service involves both external and internal customers

Foundational



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek clarification when unsure of work tasks
- 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

Foundational



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security









Foundational

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	Foundational
	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	Foundational

	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational