

## TRAINING MANAGER SKILLS EXCHANGE OPERATIONS

BRANCH/UNIT	Regional Business Group		
TEAM	Skills Exchange		
LOCATION	Western Sydney		
CLASSIFICATION/GRADE/BAND	CEO		
POSITION NO.	8108002; 81093473; 81093474; 81093475		
ANZSCO CODE	134499	PCAT CODE	TBA
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 Training Manager – Skills Exchange Operations is responsible for managing the operations for customised, skill solutions and pre-employment programs for specific Skills Exchange projects.

The position also develops and maintains strategic alliances and relationships with employers, enterprise, government stakeholders, other industry organisations and associations to ensure TAFE NSW is the preferred provider for major infrastructure projects.

### 3. KEY ACCOUNTABILITIES

1. Secure business with industry partners across the assigned major project portfolio through identifying, marketing and tendering for opportunities that align to TAFE NSW's capability and priorities.
2. Develop and maintain relationships with employers, government and non-government stakeholders including industry associations, group training companies, apprenticeship support networks and job assistance providers to support ongoing partnership arrangements and project delivery.
3. Identify and utilise funding sources to minimise the training costs to employers and individuals and implement appropriate monitoring and reporting systems.
4. Design, implement, schedule and coordinate customised training solutions for project clients including the allocation of physical and human resources.
5. Work collaboratively with delivery leads for training products, services and solutions for civil construction and infrastructure projects across multiple regions to ensure delivery meets client needs.
6. Develop systems, procedures and resources including information packages to support project initiatives as appropriate.
7. Schedule and coordinate training, including the allocation of physical and human resources to conduct training, and ensure quality and compliance standards, such as safety and licencing requirements for equipment, are met.
8. Prepare costing proposals and monitor programs and business activities to ensure compliance with funded and commercial business agreements, reporting and contractual arrangements.
9. Build successful relationships and communication strategies with delivery sections, student services and other TAFE NSW personnel as appropriate in order to contribute to the project deliverables.
10. 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.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Operating in a commercially competitive environment on projects that may have high political sensitivity and be subject to changes in government policy.
- Ensuring high levels of customer service for existing partnerships at the same time as promoting and supporting new and innovative products to secure increased market share.
- Facilitating delivery of training products and solutions on a commercial project basis through managing relationships with both external and internal stakeholders and contributors.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Project Manager – Skills Exchange	<ul style="list-style-type: none"> <li>• Receive leadership, advice and support.</li> <li>• Provide regular reporting and updates on program and activities status and outcomes.</li> <li>• Support with liaison with stakeholders, project planning and delivery.</li> <li>• Contribute to marketing, promotion and securement of business with information and advice on training products and solutions.</li> <li>• Alert to issues, propose and implement agreed resolutions.</li> </ul>
Education/ training delivery leads	<ul style="list-style-type: none"> <li>• Liaise with and collaborate on products, services, program scheduling, teacher resourcing, administration and support matters.</li> </ul>
Corporate services and administration support areas including Student Services	<ul style="list-style-type: none"> <li>• Consult and collaborate on administration support processes and policy compliance matters.</li> <li>• Liaise on student enrolments and associated administration matters.</li> </ul>
Other Skills Exchange team leads and members across projects including Project Support team	<ul style="list-style-type: none"> <li>• Liaise on common areas of interest and processes including clients' needs, strategies and day-to-day operations.</li> <li>• Share information and collaborate on issues resolutions, learnings and continuous improvements.</li> <li>• Provide direction and guidance to Project Support Officers if assigned.</li> </ul>
<b>External</b>	
Skills Exchange stakeholders and contract representatives	<ul style="list-style-type: none"> <li>• Liaise on training services delivery matters including scheduling, logistics and administration.</li> <li>• Collaborate on issues resolutions and improvements.</li> <li>• Liaise on informational and resources requirements to support program delivery and compliance requirements.</li> <li>• Share information and promote TAFE NSW services and products.</li> </ul>
Government agencies and non-government providers including: Training Services NSW, Group Training Companies, Apprenticeship Support Networks, Skills Services Organisations, Industry Reference Committees and Associations	<ul style="list-style-type: none"> <li>• Maintain up to date knowledge on government subsidies and support services.</li> <li>• Liaise on implementation and administration of schemes and subsidies.</li> <li>• Monitor standards of service.</li> <li>• Collaborate on areas of mutual commercial interest and benefit to services provided to clients.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Project Manager – Skills Exchange

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.

## 7. ESSENTIAL REQUIREMENTS

1. Appropriate Degree or Diploma at AQF levels 5-8 or equivalent and appropriate vocational and or industrial experience.
2. Significant experience managing and coordinating training programs/services on a project basis to meet client needs and contract requirements.
3. Demonstrated experience effectively managing external client and internal stakeholder relations to deliver and support training programs to meet quality standards and client expectations.
4. Demonstrated application of business promotion, sales and negotiation skills to retain and grow training related businesses in a competitive and commercial environment.
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	<b>Display Resilience &amp; Courage</b>	<b>Adept</b>
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan And Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	<b>Finance</b>	<b>Adept</b>
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>

## FOCUS CAPABILITIES

The focus capabilities for the Training Manager – Skills Exchange Operations 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> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change.</li> <li>Give frank and honest feedback/advice.</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively.</li> <li>Raise and work through challenging issues and seek alternatives.</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations.</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding.</li> <li>Translate technical and complex information concisely for diverse audiences.</li> <li>Create opportunities for others to contribute to discussion and debate.</li> <li>Actively listen and encourage others to contribute inputs.</li> <li>Adjust style and approach to optimise outcomes.</li> <li>Write fluently and persuasively in a range of styles and formats.</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Build a culture of respect and understanding across the organisation.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Recognise outcomes which resulted from effective collaboration between teams.</li> <li>Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government.</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions.</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes.</li> <li>Make sure team/unit staff understand expected goals and acknowledge success.</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines.</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs.</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for.</li> <li>Use own expertise and seek others' expertise to achieve work outcomes.</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options.</li> <li>Participate in and contribute to team/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> Finance	Adept	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures.</li> <li>Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions.</li> <li>Understand and apply financial audit, reporting and compliance obligations.</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate.</li> <li>Seek specialist advice and support where required.</li> <li>Make decisions and prepare business cases paying due regard to financial considerations.</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms.</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.</li> <li>Prepare accurate estimates of costs and resources required for more complex projects.</li> <li>Communicate the project strategy and its expected benefits to others.</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary.</li> <li>Evaluate progress and identify improvements to inform future projects.</li> </ul>