

# Role Description

## Portfolio Reporting Lead

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Corporate Services Group
Position Description no	10786-01
Classification/Grade/Band	TAFE Manager Level 1
Senior executive work level standards	Not Applicable
ANZSCO Code	132511
PCAT Code	1229192
Date of Approval	February 2024
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 reporting the performance of a diverse, critical and complex \$200m+ project portfolio. This role leads the monthly consolidation and analysis of project status reports across the enterprise, supporting executive decisions around investment allocations, resourcing, scheduling, budgets and benefits.

## Key accountabilities

1. Manage and oversee the tracking and reporting on the performance of TAFE NSW reportable project portfolio, providing a real time, comprehensive and prioritised view of all projects in line with governance requirements.
2. Monitor project health indicators and identify and report on variances to support executive decision making.
3. Develop and continuously improve the reporting standards and manage the end-to-end reporting process for monitoring the performance of TAFE NSW most significant projects, ensuring data quality and integrity.
4. Prepare reporting submission and insights for presentation at relevant executive level governance forum to enable effective and timely decision making.
5. Contribute data, analysis, insights, reports and related advice to a range of program management, governance and decision making activities.
6. Conduct regular portfolio analysis to identify systematic themes and trends to improve overall portfolio performance.
7. Leverage existing information systems to ensure accuracy, standardisation and consistency in reporting, including the development and maintenance of dashboards and reports.
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.

## Key challenges

- Ensuring all information used to report is current and agreed by Project Managers and relevant stakeholders.
- Maintaining a Project/Program reporting process that is scalable and fit for purpose to meet the need of delivery teams and Executives.
- Building strong relationships within the program/project community, ensuring the team in providing a value-add service.
- Ensuring appropriate ownership and effective and efficient delegation of coordination, control, management and reporting throughout the program/project levels.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive guidance and provide regular updates.</li><li>• Provide high-level advice on overall portfolio status, risks and issues.</li><li>• Escalate issues, keep informed.</li></ul>
Project Managers, Program Managers, Other key stakeholders	<ul style="list-style-type: none"><li>• Maintain knowledge of key program/project timeframes, deliverables and objectives.</li><li>• Provide advice and support on project/program reporting.</li><li>• Keep informed on delivery frameworks, process and guidelines as they change and are updated.</li><li>• Sharing and leverage of information with key stakeholders.</li></ul>

Work team	<ul style="list-style-type: none"> <li>Support team, work collaboratively to contribute to achieving organisation's business goals.</li> <li>Participate in meetings to obtain the work group perspective and share information.</li> </ul>
Governance forums and committees	<ul style="list-style-type: none"> <li>Provide reporting and analysis as required.</li> <li>Respond to ad hoc requests for specific reports and data</li> <li>Provide regular scheduled reporting and maintain dashboards as required.</li> </ul>

## External

Who	Why
NSW Treasury and other relevant government project and assurance bodies.	<ul style="list-style-type: none"> <li>Ensure compliance to all reporting requirements and assurance standards.</li> <li>Communicate Treasury and DAPCO project delivery/assurance requirements to internal stakeholders.</li> <li>Manage and maintain ongoing relationships.</li> </ul>
Internal and External Audit	<ul style="list-style-type: none"> <li>Liaise and respond to internal and external reporting requirements.</li> <li>Be accountable for the quality and consistency of information provided to audit bodies.</li> </ul>

## Role dimensions

### 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.
- Matter requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Associate Director, Project Governance and Monitoring Services

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Degree in relevant discipline or equivalent skills, knowledge and experience in project portfolio management such as PMO/ePMO.
- Experience and ability to develop project reporting for a range of projects/programs and portfolios.
- Competence in information technology including Microsoft Office Suite and reporting tools (e.g. Microsoft PowerBI, Microsoft Excel and Service Now PPM).

## 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

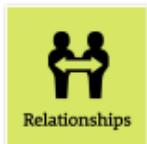
### Focus capabilities

*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
	<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>• Keep up to date with relevant contemporary knowledge and practices</li><li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li><li>• Show commitment to achieving challenging goals</li><li>• Examine and reflect on own performance</li><li>• Seek and respond positively to constructive feedback and guidance</li><li>• Demonstrate and maintain a high level of personal motivation</li></ul>	Adept
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<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><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>	Adept

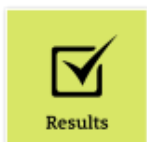


### Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- 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

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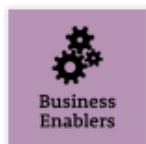


### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

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## Project Management

Understand and apply effective planning, coordination and control methods







- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects





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## 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate