

# Role Description

## Connected Learning Centre (CLC)

### Support Officer



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10153-01
Classification/Grade/Band	TAFE Worker Level 3
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	January 2020
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 supporting the Manager TAFE Services (TSM) to ensure the effective delivery of teaching and learning on a day to day basis.

## Key accountabilities

1. Provide efficient and effective administrative support services to assist in the effective operation of the CLC Team.
2. Under the guidance of the Manager TAFE Services, collaborate with internal service providers to support the CLC Team with day to day teaching and learning operations.
3. Respond to and resolve enquiries and issues to ensure the provision of accurate information, timely and effective customer support and problem resolution.
4. Meet and greet students and provide exceptional customer service and course information services.
5. Triage and refer learners to support services specific to the course delivery.
6. Support teaching staff on site and remotely with non-educational needs.
7. Support learners to access and use TAFE NSW services particularly in relation to technology based resources.
8. Work with the Education Support Officers to follow up on attendance and assist with retention and completion strategies.
9. Undertake set up of rooms or delivery spaces according to course timetabling and scheduling.
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.

## Key challenges

- Dealing with difficult customers who have limited knowledge of the business policies and procedures.
- Developing solutions to issues that are specific to customer needs.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, direction and support.</li><li>• Ongoing coordination of activity.</li><li>• Escalate issues, keep informed, advise and receive instructions.</li></ul>
Educational Staff	<ul style="list-style-type: none"><li>• Coordination of learning and support services.</li></ul>
Information Communications Technology Staff	<ul style="list-style-type: none"><li>• Liaise with to ensure optimum utilisation of IT equipment and to troubleshoot issues.</li></ul>

### External

Who	Why
Customers	<ul style="list-style-type: none"><li>• Provision of information and support.</li></ul>

## Role dimensions

### Decision making

- Makes decisions that may have a minor impact internally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Manager TAFE Services

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
3. Ability, willingness to work nights, and weekends according to course timetabling and scheduling (shift work).

## 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

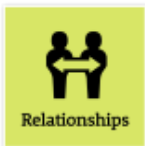
### Focus capabilities

*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>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be open to new ideas and approaches</li><li>• Offer own opinion, ask questions and make suggestions</li><li>• Adapt well to new situations</li><li>• Do not give up easily when problems arise</li><li>• Stay calm in challenging situations</li></ul>	Foundational

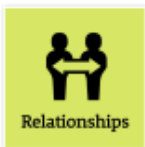


### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Speak at the right pace and volume for diverse audiences
- Allow others time to speak
- Listen and ask questions to check understanding
- Explain things clearly using inclusive language
- Be aware of own body language and facial expressions
- Write in a way that is logical and easy to follow
- Use various communication channels to obtain and share information

Foundational



### Commit to Customer Service

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

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



### Think and Solve Problems

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

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	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
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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