

## BUSINESS PROCESS MODELLER

BRANCH/UNIT	Strategy, People and Change		
TEAM	Enterprise Process Excellence		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL7		
POSITION NO.	TBA		
ANZSCO CODE	261111	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 Business Process Modeller is responsible for the discovery, development and review of business process models to support process-based management and business improvement. The role assists the Process Developments Managers, Process Optimisation Managers and Business Process Analyst with engaging business stakeholders to document and identify process gaps to enable the development of improvement strategies to support organisational strategic goals.



### 3. KEY ACCOUNTABILITIES

1. Discover, develop and review process maps, process design and demand management tools as part of process development and optimisation projects across all TAFE NSW business functions.
2. Perform process modelling under the guidance of TAFE NSW's Process Architecture and quality modelling standard.
3. Provide quality checks and peer review, ensuring process models conform to TAFE NSW's standards and conventions.
4. Support ways of working end to end as determined by business need including (but not limited to) RACI models, process maps, written directions and implementation plans.
5. Assist with process discovery workshops on TAFE NSW process improvement initiatives to capture and refine process documentation.
6. Extract and analyse process information and related content from existing documentation and/or data sources to convert or develop process models.
7. Engage with Subject Matter Experts from across TAFE NSW to review process models and elicit process-related information.
8. Provide business process-related support for Process Development, Optimisation and Business Analysts as required.
9. Assist with the management of process improvement projects and 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

- Developing process models in an immature environment where no process documentation exists.
- Ensuring a thorough understanding of the importance of process-based management and TAFE NSW's selected framework for establishing process excellence with all stakeholders.
- Working with ambiguity in a time of significant organizational and cultural change.
- Managing competing priorities and a high-volume workload.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Senior Manager Process Architecture and Delivery	<ul style="list-style-type: none"> <li>Receive leadership and supervision, direction and advice on a range of issues and priorities.</li> <li>Escalate issues, keep informed, advise and receive instructions.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>Support team, work collaboratively to contribute to achieving the team's business outcomes.</li> </ul>
Business Process Manager/ Process Optimisation Managers/Process Analysts	<ul style="list-style-type: none"> <li>Assist with the development of process improvement projects.</li> <li>Assist with the facilitation of process workshops and use output from workshops to inform the development of process models.</li> </ul>
<b>External</b>	
Third-party suppliers	<ul style="list-style-type: none"> <li>Liaise with external suppliers where necessary to assist with the establishment and refinement of process excellence in TAFE NSW.</li> <li>Participate in forums and groups to represent TAFE NSW and share information.</li> <li>Participate in discussions regarding innovation, process-based management and best practice.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Senior Manager Process Architecture and Delivery

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions, using good judgement, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

### Essential

1. Tertiary qualifications in a relevant discipline or equivalent skills, specifically demonstrated sound experience in business process modelling using defined standards, developing instructional and procedural documentation and presentations.
2. High level of competence with office productivity software e.g. Microsoft Office, diagramming applications e.g. Microsoft Visio.
3. 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 & Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan And Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## FOCUS CAPABILITIES

The focus capabilities for the Business Process Modeller 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>		
Manage Self	Adept	<ul style="list-style-type: none"> <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 a high level of personal motivation.</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Monitor own and others' non-verbal cues and adapt where necessary.</li> <li>Create opportunities for others to be heard.</li> <li>Actively listen to others and clarify own understanding.</li> <li>Write fluently in a range of styles and formats.</li> </ul>
<b>Results</b>		
Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards.</li> <li>Take the initiative to progress and deliver own and team/unit work.</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals.</li> <li>Seek and apply specialist advice when required.</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>		
Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks.</li> <li>Apply practical skills in the use of relevant technology.</li> <li>Make effective use of records, information and knowledge management functions and systems.</li> <li>Understand and comply with information and communications security and acceptable use policies.</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>