

## BUSINESS SYSTEMS SUPPORT SPECIALIST

BRANCH/UNIT	Student Experience Group/ Student Services		
TEAM	Student Services Operations/Optimisation		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 8		
POSITION NO.	TBA		
ANZSCO CODE	261111	PCAT CODE	1229192
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 Systems Support Specialist is responsible for the development and execution of plans and strategies to optimise the role of key business systems in supporting the delivery of the Student Services Branch service catalogue. The role builds and maintains an effective and integrated partnership with Systems Group in defining business requirements, monitoring system performance, system use, system accessibility and systems improvements.

### 3. KEY ACCOUNTABILITIES

1. Design projects and initiatives that enable compliant, efficient and customer-focused use of business systems, and advocate for these systems in process and solution design, including supporting training activities.
2. On behalf of the Student Services branch, develop, submit and manage creation and change requests for systems and reference data to ensure consistency, compliance and governance standards are met.
3. Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage and ensure project deliverables are met.
4. Liaise with Student Services Leadership and Systems Group to develop business requirements for systems related activities to ensure an integrated approach is maintained and efficiencies/improvements are built upon.
5. Coordinate the Student Services activities for systems reviews, audits, user acceptance testing, and other associated initiatives to ensure efficiencies and optimisation of system performance.
6. Work with various Student Services teams to design data remediation and quality processes, projects and initiatives to support the continuous improvement culture and ensure data quality enables TAFE NSW's strategic objectives.
7. Analyse and assess how proposed operational changes to systems and processes could impact the Student Services branch, and manage these changes to ensure high quality service delivery.
8. Provide advice, information and reports to stakeholders on emerging systems issues and to support systems development and delivery in line with established plans, budgets, timeframes, policy objectives, and other projects and priorities.
9. As a product owner for key TAFE NSW systems utilise the agile methodology to support the prioritisation of backlogs, identification of business risks and collaborate with Systems Group to provide solutions that support clear alignment to Student Services Branch requirements in delivering key business outcomes.
10. As a member of the broader Student Services leadership team, build and nurture an engaging and inclusive Student Services community within the campus/cluster you are based. This includes providing information, guidance and support across teams, where appropriate, and supporting onboarding within the Branch.
11. 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.
12. Place the customer at the centre of all decision making.
13. Work with the Line Manager to develop a meaningful performance development review plans (PDRP).

### 4. KEY CHALLENGES

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Manager, Service Improvement	<ul style="list-style-type: none"> <li>Receive leadership, advice and support.</li> </ul>
Broader Student Services Operations and Student Administration Services Leadership	<ul style="list-style-type: none"> <li>Engage and liaise on technical project deliverables, timeframes and issues management.</li> <li>Liaise on business system initiatives and change strategies.</li> <li>Coordinate systems reviews, audits, user acceptance testing, and other associated initiatives.</li> <li>Collaborate on data remediation and improvement initiatives.</li> </ul>
Broader Student Experience Group	<ul style="list-style-type: none"> <li>Liaise and collaborate on shared outcomes in supporting services and delivery.</li> </ul>
Relevant corporate services and business specialists	<ul style="list-style-type: none"> <li>Seek information and guidance on corporate policies, standards and procedures.</li> </ul>
Systems Group	<ul style="list-style-type: none"> <li>Build partnership and liaise on business requirements, system performance, use, and accessibility and systems improvements.</li> </ul>
<b>External</b>	
Relevant industry regulatory and professional bodies	<ul style="list-style-type: none"> <li>Liaise on industry standards applicable for Student Services functions and services.</li> <li>Keep abreast of innovative developments and new approaches.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Manager, Service Improvement

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Experience developing and executing business systems implementation plans and strategies whilst maintaining business continuity.
3. Experience building and maintaining an integrated partnership with key stakeholders in defining business requirements, monitoring system performance, use, accessibility and optimising systems improvements.
4. Experience assessing and reviewing organisational change impacts on business systems and processes and designing mitigation strategies and data remediation processes.
5. Willingness and ability to travel as per business requirements.
6. 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 and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Adept</b>

## FOCUS CAPABILITIES

The focus capabilities for the Business Systems Support Specialist 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 and advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Remain composed and calm under pressure and in challenging situations.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<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>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Participate in and contribute to team or 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	Adept	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects.</li> </ul>