Role Description
Executive Officer

TAFE NSW

Role Description Fields	Details
Cluster	**Education**
Department/Agency	**TAFE NSW**
Division/Branch/Unit	**Various**
Position Description no	**10058-01**
Classification/Grade/Band	**TAFE Manager Level 1**
Senior executive work level standards	**Not Applicable**
ANZSCO Code	**139999**
PCAT Code	**1221592**
Date of Approval	**December 2023**
Agency Website	**www.tafensw.edu.au**

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 the provision of a range of high-level executive, secretariat and project support services to the Executive including providing high level advice, managing communications, and implementing strategies to support the achievement of the organisation's strategic and operational objectives.

Key accountabilities

1. Prepare, manage, and review the provision of high-level communications and correspondence including briefings, reports, submissions, and notes to ensure the comprehensiveness, accuracy, and timeliness of written information.
2. Act as the point of contact for the Executive, collaborating with, negotiating, and influencing the Executive and other stakeholders on a wide range of sensitive, confidential, and urgent matters to support effective business relationships and the delivery of timely and appropriate responses.
3. Deal with issues addressed to the Executive by resolving these directly by actioning or referring these to the appropriate officer to ensure resolution in an environment of tight time constraints.
4. In the absence of the Executive, assess and identify complex and critical issues to minimise or action matters appropriately and promptly.
5. Implement, monitor, and report on strategic, operational and project plans to the Executive to inform decision making and support achievement of organisational objectives.
6. Research and prepare high level advice, information, and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning.
7. Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation.
8. Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives.
9. Develop and oversee the implementation and evaluation of TAFE NSW's administrative practices, systems, and procedures to optimise efficiency and support the achievement of quality outcomes.
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 and development plans.

Key challenges

- Anticipating and addressing contentious issues and providing accurate advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.
- Accurately identifying, assessing, and actioning issues in the absence of the Executive, amidst diverse and competing priorities and demands, and ensuring the office of the Executive continues to operate efficiently and effectively.
- Critically assessing and ensuring all communication, advice and recommendations from all sources are in line with TAFE NSW and NSW Government policies and procedures whilst ensuring action to meet strict deadlines in a high-volume environment.

Key relationships

Internal

Who	Why
Line Manager	• Provide high level executive advice and contribute to decision making, identifying emerging issues/risks and their implications and propose solutions, receive advice and report on progress against business objectives and discuss future directions.
Executive Office	• Oversee the operation of the Executive Office ensuring smooth communication. • Collaborate on supporting the business in the day-to-day financial activities.
Directors (Executive Directors/ Directors/Associate Directors)	• Liaise with Directors and other senior leaders to coordinate advice and responses for the Line Manager

External

Who	Why
Government and industry representatives from other government agencies	• Ensure that the Line Managers interests are advanced by maintaining effective, collaborative relationships and partnerships with NSW Government, and other central agencies, as appropriate.
Customer inquiries and complaints	• Ensure effective management of customer communications, including appropriate referral and follow up as appropriate.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues within professional knowledge and expertise and structured by established management systems.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Executive Director

Direct reports

Nil or Assigned if required dependent on project/work activities.

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree qualification in related field or equivalent experience.
3. Demonstrated experience in governance or other related high-level roles from complex and/or education environment.

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.
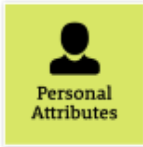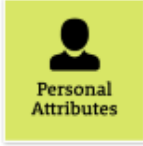
The capabilities are separated into focus capabilities and complementary capabilities

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

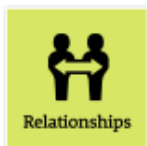| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
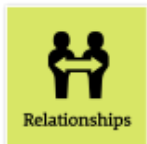
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept

|			
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
Business Enablers	**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	Adept
Business Enablers	**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	Adept

NSW
GOVERNMENT

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	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	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate