

STORES OFFICER – HOSPITALITY

BRANCH/UNIT	Regional Business Group		
TEAM	Class Support		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL 2		
POSITION NO.	TBA		
ANZSCO CODE	591100	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

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 Stores Officer – Hospitality is responsible for providing high standards of customer service in relation to a range of stores supply and administration activities to support the effective and efficient delivery of educational programs and contribute to daily operational needs of the relevant TAFE NSW learning sites.

3. KEY ACCOUNTABILITIES

1. Monitor stock to ensure compliance with food safety and hygiene regulatory requirements and standards, including provisions of the Food Act 2003, Hazard Analysis Critical Control Point (HACCP) principles and Liquor Act.
2. Undertake data entry using computerised systems, such as Check SCM and SAP, for the purchase, receipt issue and distribution of stores, analysing purchases to provide ongoing comparative monitoring and accurate record keeping.
3. Undertake periodic stocktake of equipment, goods and liquor as required and assist with the security of tools, equipment, materials and other TAFE NSW property within the section.
4. Remove stores from receiving area to appropriate storage areas and maintain cleanliness and security of the stores area, including cool rooms, freezers, post mix room, trolleys and food containers.
5. Prepare/ assemble and distribute commodities/ food to kitchens/ teaching areas to meet class requirements, including set up and delivery of trolleys to the appropriate kitchens and practical areas.
6. Acquit orders for goods received and prepare relevant paperwork for invoice processing.
7. Prepare and examine requisitions for purchase of goods and materials used within the section including acquiring quotations as required.
8. Order consumables and equipment for the benefit of the campus using initiative to maintain stock levels for efficient and effective operations.
9. Maintain all documentation related to store activities and prepare appropriate costings to charge sections.
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

- Maintaining up to date knowledge on and applying regulations relating to food safety and hygiene.
- Providing high standards of customer service to internal areas reliant on accuracy and timeliness of stores delivery to meet class and other practical activity needs.
- Carrying out a diversity of tasks involving administration, computer processing and practical logistics efficiently to meet required timeframes.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Direct Manager	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Seek guidance on priorities, activities and performance standards. • Report on work activities as required. • Alert to issues arising outside of usual procedures, contribute to and seek guidance on implementing solutions.
Other stores and class support team members.	<ul style="list-style-type: none"> • Share information. • Contribute to team operational, services, activities and process improvement initiatives.
Education and teaching staff at learning site locations	<ul style="list-style-type: none"> • Support with ordering, setting up and distributing stores to support teaching and other practical activity needs. • Provide information on hospitality stores related matters such as availability of supplies and food safety and hygiene requirements.
Regional and corporate services specialists	<ul style="list-style-type: none"> • Liaise on corporate purchasing and cost management processes and standards. • Liaise on computer system matters as needed.
External	
Suppliers and contractors	<ul style="list-style-type: none"> • Liaise on purchasing and payment records and transactions. • Assist with information on learning site needs in relation to stores. • Assist with practical matters such as deliveries.

6. POSITION DIMENSIONS

Reporting Line: Staffing Pool Coordinator

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally 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.

7. ESSENTIAL REQUIREMENTS

1. Certificate III, appropriate qualification in food hygiene practices or sound knowledge of and experience applying food safety related regulations and standards including Hazard Analysis Critical Control Points principles, Food and Liquor Acts.
2. Proven experience performing stock control and purchasing activities including use of related computer systems for data entry, records and process management.
3. Demonstrated experience providing hospitality related stores purchase, preparation and delivery services to meet customer needs.
4. Ability and willingness to work on a roster basis, including evening shift and carry out manual handling activities.
5. 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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Stores Officer - Hospitality 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
Personal Attributes		
Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills. • Show commitment to completing work activities effectively. • Look for opportunities to learn from the feedback of others.
Relationships		
Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service. • Help customers understand the services that are available. • Take responsibility for delivering services which meet customer requirements. • Keep customers informed of progress and seek feedback to ensure their needs are met. • Show respect, courtesy and fairness when interacting with customers.
Results		
Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards. • Take the initiative to progress own work. • Identify resources needed to complete allocated work tasks. • Seek clarification when unsure of work tasks.
Business Enablers		
Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes. • Apply basic checking and quality control processes to activities which support procurement and contract management.