

Role Description

Operations Controller

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10168-01
Classification/Grade/Band	TAFE Worker Level 4
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1229192
Date of Approval	November 2022
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 supervising and coordinating class support staff in the provision of high-level support to teaching sections within Hospitality.

Key accountabilities

1. Supervise the day-to-day class support operations for practical classes including setting directions and priorities, reviewing work schedules, duties and rosters, in consultation with teaching sections to ensure the efficient use of resources and level of class support, effective completion of tasks and service delivery to staff and students.
2. Inspect work areas to identify and resolve potential and actual problems arising from operational processes to prevent delays in the provision of class support.
3. Regularly inspect equipment and resources, liaising with third party providers to organise maintenance, preparation and/or replacement of faulty machinery and products to minimise disruption to classes and service delivery.
4. Manage the procurement of goods and payment of invoices to ensure accounts are handled in accordance with TAFE purchasing policies.
5. Oversee the monitoring and maintenance of food stock levels by Purchasing Section, ensuring minimum levels are not exceeded to prevent excessive financial outlay and comply with Hazard Analysis Critical Control Point (HACCP) product expiry dates.
6. Supervise and maintain programmed store systems, stocktakes, including the reconciliation of actuals with computer records to allow accurate information to be recorded for auditing purposes.
7. Supervise and inspect the cleaning and standards of work areas regularly to identify potential WHS problems, making recommendations to assure the provision of a safe work environment for staff and students.
8. Organise and deliver training to direct class support staff in the areas of equipment identification, disassembly, cleaning and assembly of work area resources to develop effective and safe work practices and in the safe handling of food, conducting retraining as required, to comply with relevant Food Acts.
9. Coordinate hospitality support for meetings and minor functions for TAFE NSW as required.
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 meaningful performance development and review plans.

Key challenges

- Responding to customer requests and clarifying inaccurate information in relation to requests for products in a timely manner.
- Dealing with a diverse range of tasks in an environment of conflicting demands and time frames.
- Exercising judgement and initiative in determining the best way to respond to customer needs within the required time frame.

Key relationships

Internal

Who	Why
Procurement/Finance Staff	<ul style="list-style-type: none">• Purchase requisition and invoices.
Teaching Staff	<ul style="list-style-type: none">• Discuss specifications relating to request for provisions of consumables.• Ensure delivery that is flexible and supports optimal business outcomes. This includes support with teaching administration.

External

Who	Why
Suppliers/Contractors	<ul style="list-style-type: none">• Work with suppliers and contractors to ensure that stock is delivered in line with time and quality requirements.• Maintenance and preparation of equipment.

Role dimensions

Decision making

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

Reporting line

Head Teacher Hospitality, Commercial Cookery, Food & Beverage

Direct reports

Nil

Budget/Expenditure

TBA

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. Hospitality experience, with knowledge of food ordering in a commercial environment.
4. Ability to train other staff in the use of business systems e.g. Check SCM, SAP and account/requisitioning.
5. Possession of or willingness to obtain the Food Safety Supervisor Certificate.
6. Current First Aid Certificate or willingness to obtain.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
 Business Enablers	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing Conduct delegated purchasing activities in line with procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational