



STRATEGIC PARTNER COORDINATOR

BRANCH/UNIT	Student Experience Group/TAFE Digital		
TEAM	Education Skills Portfolio		
LOCATION	Strathfield		
CLASSIFICATION/GRADE/BAND	SEO		
POSITION NO.	TBA		
ANZSCO CODE	511112	PCAT CODE	1229192
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 Strategic Partnership Coordinator is responsible for implementing and managing the elements of the individual government and commercial programs delivered through TAFE Digital whilst ensuring the highest standards of delivery and consistency across all applicable locations.

3. KEY ACCOUNTABILITIES

1. Develop strong collaborative relationships with a variety of internal and external stakeholders to ensure effective implementation of the key elements of the individual government and commercial programs
2. Project manage the delivery of the individual government and commercial programs across applicable TAFE NSW locations in conjunction with teaching and learning and regional campus staff in order to deliver the contract requirements.
3. Negotiate with staff at a local level to ensure a consistent, standardised implementation of the individual government and commercial programs policies/procedures and provide advice to management to inform continuous improvement initiatives.
4. Develop, promote and maintain strategic alliances with key government and commercial stakeholders to ensure effective visibility and take up of the programs on offer.
5. Liaise with marketing and communications for a Customer Satisfaction Survey to be distributed to all students of the individual government and commercial programs. This should be issued in line with the individual contract requirements or, if this requirement does not exist, on a semi-annual basis.
6. Project manage the continual development of the individual government and commercial programs by implementing ongoing customer requirements identified through, but not limited to, Customer Satisfaction and Engagement Surveys.
7. Manage the communications required with a variety of internal and external stakeholders for the individual government and commercial programs.
8. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
9. Place the customer at the centre of all decision making.
10. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
11. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Delivering the requirements of the government and commercial programs and meeting the business expectations across multiple delivery locations in NSW.
- Keeping both outcome driven and customer focused in a dynamic and evolving environment with multiple work streams and competing priorities that can challenge the timely delivery of business outcomes.
- Building and sustaining team collaboration including the right balance between meeting organisational and local needs.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Director Education Skills Portfolio	<ul style="list-style-type: none"> • Receive leadership, direction and advice. • Implement consistent strategies for government and commercial programs • Provide advice on contract implementation
Stakeholders relevant to government and commercial projects.	<ul style="list-style-type: none"> • Communicate and ensure implementation of strategies for contractual compliance and achievement of KPIs • Liaise and co-ordinate projects for contractual compliance and achievement of KPIs
Communications and Marketing	<ul style="list-style-type: none"> • Communicate and ensure implementation of strategies for contractual compliance and achievement of KPIs • Liaise and co-ordinate regional events for contractual compliance and achievement of KPIs
Head Teachers/ Skills Team	<ul style="list-style-type: none"> • Negotiate and liaise with teaching sections in relation to government and commercial programs implementation and delivery to meet contractual requirements
External	
Key government and commercial stakeholders	<ul style="list-style-type: none"> • Establish key relationships to ensure key elements of contracts are implemented.

6. POSITION DIMENSIONS

Reporting Line: Director Education Skills Portfolio

Direct Reports: ~ 1

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Appropriate Degree or Diploma at AQF level 5-8 or equivalent and appropriate vocational and or industrial experience.
2. Demonstrated commitment to the delivery of high quality customer focused programs, including appropriate experience in planning, developing, implementing and reporting of educational programs in a high workload environment.
3. A current NSW Drivers Licence and ability and willingness to travel nationally as per business requirements.
4. 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	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

FOCUS CAPABILITIES

The focus capabilities for the Strategic Partner Coordinator 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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> 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
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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..
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services. Design processes and policies based on the customer's point of view and needs. Understand and measure what is important to customers. Use data and information to monitor and improve customer service delivery. Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers. Maintain relationships with key customers in area of expertise. Connect and collaborate with relevant customers within the community..
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and cooperative team environment. Share information and learning across teams. Acknowledge outcomes that were achieved by effective collaboration. Engage other teams and units to share information and jointly solve issues and problems. Support others in challenging situations. Use collaboration tools, including digital technologies, to work with others.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position. Lead and facilitate productive discussions with staff and stakeholders. Encourage others to talk, share and debate ideas to achieve a consensus. Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes. Influence others with a fair and considered approach and sound arguments. Show sensitivity and understanding in resolving conflicts and differences. Manage challenging relationships with internal and external stakeholders. Anticipate and minimise conflict..
Results Deliver Results	Adept	<ul style="list-style-type: none"> 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.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. Seek contributions and ideas from people with diverse backgrounds and experience. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> 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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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.
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> Support teams in developing new ways of working and generating innovative ideas to approach challenges. Actively promote change processes to staff and participate in communicating change initiatives across the organisation. Provide guidance, coaching and direction to others who are managing uncertainty and change. Engage staff in change processes and provide clear guidance, coaching and support. Identify cultural barriers to change and implement strategies to address these.