

# Role Description

## Product Specialist

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10218-01
Classification/Grade/Band	Senior Education Officer
Senior executive work level standards	Not Applicable
ANZSCO Code	249111
PCAT Code	1229192
Date of Approval	July 2022
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### 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 providing advanced subject matter expertise required for product content development. This role will ensure the development of quality content as part of the instructional design process through the utilisation of key industry inputs.

## Key accountabilities

1. Design, review and endorse compliant teaching, learning and assessment resources by writing Assessment Tasks, Assessment Marking Guides and Student Assessment Guides.
2. Proficient in formatting documents (including but not limited to Microsoft Word).
3. Maintain industry currency on a range of products to ensure advice is contemporary and fit for purpose.
4. Provide advanced and technical specialist core content and supply source materials, reference items, and supplemental resources used to validate product development whilst adhering to copyright legislation.
5. Provide expert advice on content by offering first-hand technical knowledge, anecdotal stories, industry examples, case studies and best practices that can be shared with others to improve knowledge exchange and transfer.
6. Work as part of the micro skills team and contribute to discussion on implementing continuous improvement. Participate actively in Community of Practice meetings through presenting project updates and expert discipline advice.
7. Coordinate the production of digital learning resources between the Learning Designers and the Manager Microskills for micro skills/IAT products.
8. Work effectively in a dispersed team, using the TAFE NSW approved ICT platforms including One Drive, SharePoint, and Microsoft Office suite of products, Skype for Business or the replacement software.
9. 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.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop meaningful performance development and review plans.

## Key challenges

- Ensuring technical knowledge and expertise is maintained and continually improved to ensure relevance and suitability to support product development in a dynamic environment.
- Obtaining and consolidating subject knowledge across a number of business areas including keeping abreast of innovative developments and new approaches whilst concurrently ensuring adherence to existing practices.
- Liaising with stakeholders and negotiating workable timeframes to obtain information and perform consultation activities in the face of stakeholders' competing priorities.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, direction and support.</li></ul>
Learning Designers	<ul style="list-style-type: none"><li>• Consult with and provide support to ensure product development is fit for purpose and meets client requirements.</li></ul>

## Role dimensions

### Decision making

- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

As assigned

### Direct reports

NIL

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Appropriate Degree or Diploma at AQF levels 5-8 or equivalent skills, knowledge and experience and appropriate vocational and or industrial experience. Additionally, TAE40116 Certificate 4 in Training and Assessment or TAE40110 Certificate 4 in Training and Assessment including the following units of competency TAEASS502 Design and develop assessment tools and TAELLN411 Address adult language, literacy and numeracy (LLN) skills or its successor. Demonstrated knowledge of educational compliance, standards and regulatory requirements.
3. Ability to develop complex and compliant assessment documents and teaching and learning resources and bring day-to-day experience to the subject matter– both content and its context for the business.
4. Experience delivering and developing Teaching and learning resources, conducting assessment, and proficiency in formatting documents (including but not limited to Microsoft Word).

## 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.

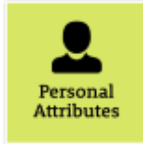
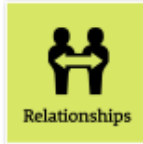
The capabilities are separated into focus capabilities and complementary capabilities

### 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	<b>Display Resilience and Courage</b>  Be open and honest, prepared to express your views, and willing to accept and commit to change	<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>Adept</b>
 Relationships	<b>Communicate Effectively</b>  Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Present with credibility, engage diverse audiences and test levels of understanding</li><li>• Translate technical and complex information clearly and concisely for diverse audiences</li><li>• Create opportunities for others to contribute to discussion and debate</li><li>• Contribute to and promote information sharing across the organisation</li><li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li><li>• Explore creative ways to engage diverse audiences and communicate information</li><li>• Adjust style and approach to optimise outcomes</li><li>• Write fluently and persuasively in plain English and in a range of styles and formats</li></ul>	<b>Advanced</b>



### **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**



### **Think and Solve Problems**

Think, analyse and consider the broader context to develop practical solutions

- 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

**Adept**



### **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**



### **Project Management**

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans











**Intermediate**

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## 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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate