

## CONTRACT COMPLIANCE SPECIALIST

BRANCH/UNIT	Education and Training Group		
TEAM	Standards and Compliance		
LOCATION	Sydney/W Sydney Co-Location		
CLASSIFICATION/GRADE/BAND	TWL8		
POSITION NO.	TBA		
ANZSCO CODE	511111	PCAT CODE	TBA
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 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 Contract Compliance Specialist is responsible for managing the execution of the approach to training contract compliance in TAFE NSW. The role also supports the Lead Contract Compliance in the development and review of the contract compliance framework.

### 3. KEY ACCOUNTABILITIES

1. Provide sound operational guidance and advice on governance and compliance to support consistent application of the training contract compliance framework.
2. Plan and coordinate the implementation of the training contract compliance strategy so that it drives and supports compliance, generates successful contract outcomes and mitigates risk across TAFE NSW.
3. Collaborate with key stakeholders to ensure the provision of sound quality assurance and monitoring of training contract compliance and provide advice and training on training contract compliance and related matters to enhance understanding.
4. Develop and implement standardised processes and procedures to support compliance with contract terms and conditions, and relevant legislation and regulation.
5. Conduct regular reviews of the compliance framework and identify emerging trends requiring corrective action to mitigate risk and ensure continuous improvement.
6. Develop risk management strategies to avoid non-compliance and prepare compliance reports for senior management and regulatory bodies where required.
7. Manage the coordination of responses to incidents or breaches and provide reports to internal stakeholders and regulators if required on corrective actions and improvements.
8. Support the funding claim and verification processes and undertake performance reviews to ensure that all activities are in alignment with contractual obligations.
9. Support the continuous evaluation of the training contract compliance framework and recommend, for implementation, approaches to enhance performance, increase service delivery value and the TAFE NSW brand.
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

- Fostering and promoting professional and consistent contract compliance practices across TAFE NSW amidst a changing work environment.
- Gaining and compiling adequate and relevant information that may not always be readily available from a diverse range of sources and ensuring its validity.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Lead Contract Compliance	<ul style="list-style-type: none"> <li>• Receive leadership, direction and advice.</li> </ul>

Business Development, Governance Legal and Risk, RBG senior staff	<ul style="list-style-type: none"> <li>Provide advice and expertise as required, gain relevant approvals, report on programs status and outcomes.</li> </ul>
RBG staff	<ul style="list-style-type: none"> <li>Liaison on business specific information and issues.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Lead Contract Compliance

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

- Degree in relevant discipline or equivalent skills, knowledge and experience.
- High level planning and analytical skills along with well-developed problem solving skills and the ability to manage and implement innovative solutions as well as addressing specific challenges.
- 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	Intermediate
	<b>Value Diversity</b>	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan And Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>

## FOCUS CAPABILITIES

The focus capabilities for the Contract Compliance Specialist 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
<b>Personal Attributes</b>		
Value Diversity	Adept	<ul style="list-style-type: none"> <li>Seek to promote the value of diversity for the organisation.</li> <li>Recognise and adapt to individual differences and working styles.</li> <li>Support initiatives that create an environment in which diversity is valued.</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Monitor own and others' non-verbal cues and adapt where necessary.</li> <li>Create opportunities for others to be heard.</li> <li>Actively listen to others and clarify own understanding.</li> <li>Write fluently in a range of styles and formats.</li> </ul>
<b>Relationships</b>		
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Co-operate across work areas to improve outcomes for customers.</li> </ul>
<b>Results</b>		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work.</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans.</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses.</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives.</li> <li>Evaluate achievements and adjust future plans accordingly.</li> </ul>
<b>Business Enablers</b>		
Project Management	Adept	<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms.</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.</li> <li>Prepare accurate estimates of costs and resources required for more complex projects.</li> <li>Communicate the project strategy and its expected benefits to others.</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary.</li> <li>Evaluate progress and identify improvements to inform future projects.</li> </ul>