

Role Description

Student Loans Reporting Analyst



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Shared Services Group
Position Description no	10251-02
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	221214
PCAT Code	1223235
Date of Approval	August 2024
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 supporting and undertaking a range of compliance reporting activities related to the Student Loan programs in a timely, accurate, reliable and effective manner to ensure TAFE NSW is adhering to the relevant contractual obligations and cyclic reporting requirements.

Key accountabilities

1. Coordinate and monitor the regulatory, compliance and specialist reporting requirements for the Student Loans Programs for TAFE NSW, adhering to reporting procedures and timelines.
2. Prepare data collections which meet the Commonwealth requirements for Student Loans, including extraction, preparation, collation and submission of data.
3. Undertake quantitative and qualitative data analysis, including complex verification tasks to ensure data integrity and accuracy.
4. Coordinate and undertake remediation activities to ensure comprehensive and accurate reporting of all Student Loan enrolment data.
5. Identify discrepancies in data reporting that does not align with the Commonwealth reporting requirements and work collaboratively with stakeholders across TAFE NSW to effectively investigate, address and resolve identified issues, or escalate issues to mitigate risk of Commonwealth non-compliance.
6. Provide technical advice, guidance and SME support to stakeholders relating to compliance reporting associated with the Student Loans programs.
7. Respond to enquiries and assist with any internal or external data requests in relation to Student Loan enrolment data
8. Contribute to the identification and development of opportunities to continuously improve processes and procedures to enhance the effectiveness of the student loan reporting process for TAFE NSW.
9. Support and provide effective assistance to the Student Loan Team 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 Line Manager to develop meaningful performance development and review plans.

Key challenges

- Consistently providing high quality timely data extraction and analysis, whilst balancing competing demands.
- Identify data error causes and address remediation actions including prompt escalation of potential risk.
- Maintaining up to date knowledge of evolving TAFE NSW requirements and Commonwealth regulatory requirements.
- Engaging in collaborative relationships with a wide range of stakeholders for data remediation requests.
- Operating in a complex politically sensitive and compliance driven environment ensuring integrity as an accountable NSW Vocational Education and Training Provider.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.
Work Team	<ul style="list-style-type: none">• Share information, provide team support and contribute flexibly to team initiatives and activities.
Work Teams across Shared Services Group	<ul style="list-style-type: none">• Facilitate feedback and gain support during change initiatives and business as usual processes.

TAFE NSW staff	<ul style="list-style-type: none"> Respond to enquiries / seek issue resolution in a timely and helpful manner and engage in data remediation processes with staff.
----------------	--

External

Who	Why
Government agencies and regulatory bodies	<ul style="list-style-type: none"> Provide support in the exchange of information relating to student loans programs.

Role dimensions

Decision making

- Makes decisions using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Student Loans Reporting Specialist

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Tertiary qualification in a related field or equivalent skills, knowledge and experience.
- Demonstrated understanding of the commonwealth loans programs.
- Computer skills with the ability to extract, analysis, interpret data and generate reports.

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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<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 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
 <p>Results</p>	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<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



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

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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Foundational



Project Management

Understand and apply effective planning, coordination and control methods

Foundational
