

## GENERAL ASSISTANT/ TOOLSTOREPERSON

BRANCH/UNIT	Regional Business Group		
TEAM	Various		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL 2		
POSITION NO.	TBA		
ANZSCO CODE	899311	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 General Assistant /Toolstoreperson is responsible for providing high level customer service to support the effective and efficient delivery of Campus Operations. This position may be required to work to a roster and to carry out manual handling activities. This position contributes to the daily operational needs of the Campus.

### 3. KEY ACCOUNTABILITIES

1. Provide support to ensure the effective program delivery through maintenance of facilities (where this work is not carried out by contract cleaning staff), machinery, small machinery in stores and equipment as directed by the Line Manager.
2. Undertake end-to-end coordination and administration of inventory including all steps from ordering of goods and services through to final reclamation for recycling/reuse, including ensuring that adequate inventory of stores and equipment are on hand, maintaining stores in a clean and tidy condition, and ensuring security of tools, equipment and materials as directed.
3. Preparation and issue of tools, equipment and materials required by students and staff to facilitate effective supply of learning materials.
4. Assist in loading and unloading delivery trucks, removal and transport of furniture, equipment and other materials.
5. Grounds maintenance including but not limited to gardening duties, lawn mowing, weed control and campus clean up.
6. 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.
7. Place the customer at the centre of all decision making.
8. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Managing competing priorities within stringent timeframes and deadlines
- Interpreting instructions and requirements of various teaching and learning teams.
- Responding to diverse and often unpredictable events or incidents.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Facilities Coordinator	<ul style="list-style-type: none"><li>• Receive leadership, guidance and support.</li><li>• Seek guidance on priorities and more complex issues arising.</li></ul>
Work team	<ul style="list-style-type: none"><li>• Participate in meetings, share information, and provide input to continual improvement activities.</li></ul>
Campus Staff	<ul style="list-style-type: none"><li>• Respond to queries, provide information and assist with general assistant matters received through maintenance requests.</li></ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Facilities Coordinator

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

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

## 7. ESSENTIAL REQUIREMENTS

1. Demonstrated experience working within a trade environment or related work areas.
2. Demonstrated experience in all aspects of purchasing within a trade environment.
3. Demonstrated experience in inventory and stock control including store layout and maintenance of stores records.
4. Demonstrated ability to work as a team member or with limited supervision.
5. Class C Drivers Licence.
6. Demonstrated experience operating equipment such as ride-on mowers, lawnmowers, hand tools, power tools.
7. Demonstrated experience to follow WH&S instructions such as using correct PPE and following Safe operating procedures.
8. Computer literacy