

## WORKFORCE PLANNER

BRANCH/UNIT	People & Culture		
TEAM	Workforce Alignment		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 8		
POSITION NO.	TBA		
ANZSCO CODE	223111	PCAT CODE	1224692
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 Workforce Planner is responsible for providing operational and strategic advice on organisational planning activities to ensure a sustainable workforce is in place to meet the current and emerging needs of TAFE NSW.

### 3. KEY ACCOUNTABILITIES

1. Develop workforce plans and models (in close consultation with groups / businesses and Business Partners) that translate high level workforce analysis into practical operational and strategic solutions.
2. Conduct demand and forecasting analyses (based on local operational and strategic needs) that deliver measurable improvements to local workforces.
3. Review workforce resourcing requirements and develop responsive and evidence based operational interventions.
4. Liaising closely with the business and using data based evidence, identify areas of local workforce planning needs and develop operationally based remediation strategies.
5. Undertake scenario-based planning/testing to assist in planning and developing options for unforeseen and foreseeable operational workplace events to provide inputs into the workforce plans to ensure People & Culture and Finance Business Partners and operational leadership make informed decisions about how best to develop, plan and cost for the future workforce.
6. Undertake analysis of workforce data and the impacts on workforce budgeting, establishments/organisational design costs to assess the effectiveness of workforce management programs and to inform management decisions and recommended courses of action.
7. Explore capability current state and future need requirements with business units in order to understand needs and on the basis of this intelligence, devise effective workforce solutions that provide the right labour mix.
8. Liaise with Workforce and Financial Analysts to obtain relevant strategic workforce and operational data / metrics on which to base workforce initiatives.
9. Review establishments to identify trends over time and use this data to inform effective future initiatives.
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 meaningful performance development and review plans.

### 4. KEY CHALLENGES

- Translating high level workforce plans into practical, operational solutions.
- Ensuring workforce planning processes and practices underpin the delivery of effective operational interventions.
- Identifying the crucial interrelationships between workforce needs and the development and implementation of effective solutions.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Manager Strategic Workforce Planning	<ul style="list-style-type: none"> <li>• Receive leadership, advice and support.</li> <li>• Provide a 'heads up' when scheduled activities may be in jeopardy of being delivered on time.</li> <li>• Devise (and implement approved) mitigation strategies to ensure the on time delivery of activities.</li> </ul>
People & Culture Business Partner	<ul style="list-style-type: none"> <li>• Share and advise on workforce data to assist with HR metrics collection, trend identification, gap analysis and key performance indicators.</li> <li>• Collaborate to exchange ideas and approaches to ensure the delivery of contemporary services.</li> </ul>
Finance Business Partner	<ul style="list-style-type: none"> <li>• Liaise on relevant financial management related policies, procedures and tools to ensure accuracy of workforce costing to inform scenario planning and workforce modelling.</li> </ul>
Business Subject Matter Experts (SME's)	<ul style="list-style-type: none"> <li>• Receive information about current operational needs and design and implement local workforce initiatives.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Manager Strategic Workforce Planning

**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

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. 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 &amp; Inclusion</b>	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan And Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Adept

### FOCUS CAPABILITIES

The focus capabilities for the Workforce Planner 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 and Inclusion	Adept	<ul style="list-style-type: none"> <li>Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders.</li> <li>Demonstrate cultural sensitivity, and engage with and integrate the views of others.</li> <li>Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences.</li> <li>Recognise and adapt to individual abilities, differences and working styles.</li> <li>Support initiatives that create a safe and equitable workplace and culture in which differences are valued.</li> <li>Recognise and manage bias in interactions and decision making.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> <li>Share information across teams and units to enable informed decision making.</li> <li>Write fluently in plain English and in a range of styles and formats.</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences.</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration.</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units.</li> <li>Share lessons learned across teams and units.</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Consider the 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 and unit goals, strategies and plans.</li> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on team and 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 outcomes and adjust future plans accordingly.</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b>	Intermediate	<ul style="list-style-type: none"> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience.</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience.</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness.</li> <li>• Identify and share business process improvements to enhance effectiveness.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks.</li> <li>• Use available technology to improve individual performance and effectiveness.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.</li> </ul>