# Recruitment Officer

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| BRANCH/UNIT | People & Safety |
| TEAM | Organisation Design Program |
| LOCATION  | Ultimo |
| CLASSIFICATION/GRADE/BAND | TAFE Worker Level 4 |
| POSITION NO. |  |
| ANZSCO CODE | 223112 | PCAT CODE | TBA |
| TAFE Website | [www.tafensw.edu.au](http://www.tafensw.edu.au/) |
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## ORGANISATIONAL ENVIRONMENT

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| 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. |
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## POSITION PURPOSE

The Recruitment Officer is responsible for providing recruitment services support and advice on recruitment policies, procedures and requirements throughout the end-to-end recruitment process and maintaining contingent employee contracts including casual staff pools.

## KEY ACCOUNTABILITIES

1. Provide advice and assistance to managers, employees and candidates on routine recruitment, policies, procedures and guidelines.
2. Coordinate the engagement, extension and administration of casual and temporary employee contracts as well as the utilisation of contingent workforce.
3. Provide support and assistance to Recruitment and Redeployment Coordinators in terms of recruitment process, including but not limited to scheduling interviews, conducting reference checks, undertaking criminal, background, qualification and working with children checks, administering skills assessments, and other general recruitment support.
4. Perform administrative duties associated with the responsibilities of the team including the maintenance of accurate position and personnel assignment related data using the Organisational Management SAP system., maintaining information and documents stored on intranet website as well as learning location wide casual staff lists, drafting of correspondence, submissions and reports to contribute to maintaining a professional and efficient recruitment service.
5. Participate in and assist with the process of onboarding of new staff into TAFE NSW.
6. Collaborate with other People and Safety staff as required on general recruitment matters including coordination of records and staff movements to Payroll in a timely and accurate manner.
7. Proactively seek opportunities for continuous improvement in relation to recruitment and selection activities, including monitoring and participating in recruitment audits and updating activities to ensure data is accurate and current.
8. Proactively monitor and participate in recruitment audit and updating activities to ensure data is accurate and current.
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 and review meaningful performance management and development plans.

## KEY CHALLENGES

* Applying time management skills to manage high volumes of work with conflicting and critical deadlines for recruitment and payroll.
* Attending to a wide variety of day-to-day customer related tasks meeting specific customer expectations at the same time as complying with procedural requirements.
* Dealing with difficult /disappointed candidates and handling issues and complaints in an effective and professional manner.
* Ensuring effective communication with hiring managers and candidates, including maintaining confidentiality, professionalism, discretion and tact.
* Ability to maintain a positive, enthusiastic and customer-value driven approach to all recruitment and selection activities, promoting a culture of support, effective and efficient processes, and professionalism at all times.

## KEY RELATIONSHIPS

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| WHO | WHY |
| **Internal**  |
| Team Leader | * Receive leadership, direction and support
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| **External** |
| Employment Agencies | * Regarding contingent workforce needs and assessment tools.
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| Workplace Screening Unit | * Regarding criminal records checks.
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## POSITION DIMENSIONS

**Reporting Line:** Team Leader

Direct Reports: Nil
**Indirect Reports:** Nil

Financial delegation: Nil
Budget/Expenditure: Nil

### Decision Making:

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

## ESSENTIAL REQUIREMENTS

1. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
2. Demonstrated experience interpreting and implementing a broad range of HR/Recruitment policies, procedures and legislative requirements including Enterprise Agreements.
3. Ability to address and meet focus capabilities as stated in the position description.

## 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](http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/the-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

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| CAPABILITY GROUP | NAME | LEVEL |
|  | Display Resilience & Courage | Foundational |
| Act with Integrity | Intermediate |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | Deliver Results  | Foundational |
| Plan And Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |

### FOCUS CAPABILITIES

The focus capabilities for the Recruitment Officer 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** |
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| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Manage Self | Intermediate | * 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.
* Maintain own motivation when tasks become difficult.
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| **Relationships**Commit to Customer Service | Intermediate | * Support a culture of quality customer service in the organisation
* Demonstrate a thorough knowledge of the services provided and relay to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Co-operate across work areas to improve outcomes for customers
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| **Results**Think and Solve Problems | Intermediate | * Research and analyse information and make recommendations based on relevant evidence.
* Identify issues that may hinder completion of tasks and find appropriate solutions.
* Be willing to seek out input from others and share own ideas to achieve best outcomes.
* Identify ways to improve systems or processes which are used by the team/unit.
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| **Business Enablers**Technology | Intermediate | * Apply computer applications that enable performance of more complex tasks.
* Apply practical skills in the use of relevant technology.
* Make effective use of records, information and knowledge management functions and systems.
* Understand and comply with information and communications security and acceptable use policies.
* Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.
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