

# Role Description

## ITSA Scholarship Fund Coordinator



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10698-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1227183
Date of Approval	October 2024
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### 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 ensuring the effective and efficient delivery of the Illawarra TAFE Student Association (ITSA) Scholarship program services by fostering strong stakeholder relationships, applying knowledge of regulations, and coordinating informed decision-making. With a focus on collaboration, innovation, and customer-centric approaches to achieve program objectives and uphold TAFE NSW's values.

## Key accountabilities

1. Build and maintain strong relationships with stakeholders, to ensure effective communication, proactively identifying issues and working collaboratively on solutions to resolve complex operational problems.
2. Coordinate and manage the ITSA Scholarship Program. Ensuring compliance with requirements of relevant guidelines and/or policies.
3. Monitor, coordinate and undertake a range of program activities to support the delivery of program services/operations and the achievement of program objectives.
4. Assess, draft, prepare and deliver, high-level correspondence and/or communications. Including agendas, program materials, reports, presentations and briefing notes to ensure alignment and effective delivery of program delivery with stakeholders.
5. Develop and maintain internal records and databases, including student records. Ensuring compliance, accuracy and security to meet business requirements.
6. Apply expertise to research, gather, collate and analyse relevant information to support informed decision making and/or planning. Coordinating program governance by supporting committee and/or working group with program related tasks.
7. Work collaboratively with stakeholders to drive continuous improvement, new initiatives, innovation in service delivery and best practice approaches to ensure program(s) are delivered in an equitable, consistent and efficient manner.
8. Manage the promotion of the scholarship program. Supporting marketing initiatives and networking with relevant internal and external stakeholders.
9. Contribute to the processing financial transactions to ensure scholarship funds are distributed efficiently, maintaining compliance with relevant regulations to ensure the sustainability of the scholarship program in line with TAFE NSW policies and processes and work area procedures.
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 development and review plans.

## Key challenges

- Keeping up to date on best practice, industry trends, expectations and developments.
- Delivering outcomes and engaging key stakeholders in a complex and changing environment.
- Operating within strict program guidelines and TAFE NSW policy frameworks.

## Key relationships

### Internal

Who	Why
Line manager	<ul style="list-style-type: none"><li>• Receive guidance, leadership and support.</li><li>• Escalate issues and risks and propose solutions.</li></ul>
Student Engagement Programs Team	<ul style="list-style-type: none"><li>• Build relationships to support cross-functional collaboration.</li><li>• Collaborate in project / program delivery.</li><li>• Provide administrative support.</li></ul>
Shared Services Group - Finance Branch	<ul style="list-style-type: none"><li>• Build relationships to support cross-functional collaboration.</li><li>• Provide administrative support.</li><li>• Coordinate activities.</li></ul>
Faculty – Teaching Staff	<ul style="list-style-type: none"><li>• Build relationships to support cross-functional collaboration.</li><li>•</li></ul>

## External

Who	Why
Community and industry stakeholders	<ul style="list-style-type: none"><li>• Remain current with market/sector trends and practices.</li><li>• Represent and advocate on behalf of TAFE NSW.</li></ul>
Learners and student representatives	<ul style="list-style-type: none"><li>• Represent and advocate on behalf of TAFE NSW.</li></ul>

## 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

Manager Student Engagement Programs

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated experience managing administrative processes with a large governance, compliance and/or confidentiality component.

## 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
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond appropriately</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>	Intermediate
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<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>	Adept
 Relationships	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<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>	Adept

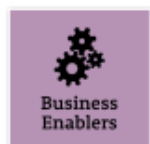


### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- 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



### Project Management

Understand and apply effective planning, coordination and control methods






- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans






Intermediate

## 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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	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	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate

	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	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational