

## SUPPORT OFFICER TO HEAD OF SKILLS TEAM(S)

BRANCH/UNIT	Regional Business Group		
TEAM	Skills Team		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TWL4		
POSITION NO.	TBA		
ANZSCO CODE	521211	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 Support Officer is responsible for providing quality executive and administrative support to the Head of Skills Team(s) to assist in the effective operation of the Region.

### 3. KEY ACCOUNTABILITIES

1. Provide diary management, monitoring of calls and emails, preparing correspondence and administrative support services to optimise the effectiveness of Head of Skills Team's schedule and the achievement of business objectives.
2. Provide a range administrative and support services including updating and maintaining records and various databases to ensure compliance with administrative systems, processes and policies.
3. Liaise with internal and external stakeholders, peers and other TAFE NSW staff in response to enquiries.
4. Manage communication channels efficiently and effectively and direct inquiries as appropriate to facilitate the effective management of the unit.
5. Undertake routine financial transactions and procurement to facilitate efficient unit operations in line with TAFE NSW standards, policies and procedures.
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 multiple and often competing priorities from a variety of sources amidst heavy workloads and strict deadlines whilst maintaining consistently high levels of executive support to the Head of Skills Teams and their team.
- Maintaining systems and processes to effectively coordinate the activities of the Head of Skills Team and other team members whilst providing quality customer service to internal and external stakeholders.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head of Skills Team(s)	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> </ul>
Regional Managers and staff	<ul style="list-style-type: none"> <li>• Collaborate and maintain relationships with and provide high level communication on the status or correspondence, meetings and administrative tasks.</li> </ul>
Skills Teams, Education Training Group, Training Operations	<ul style="list-style-type: none"> <li>• Provide advice and expertise as required, gather information to inform and report as required.</li> </ul>
Other Executive Assistants	<ul style="list-style-type: none"> <li>• Liaise on specific information and issues.</li> </ul>

**External**

Other	<ul style="list-style-type: none"> <li>Ensure the Head of Skills Team(s) relationships with external stakeholders/visitors are maintained and that the customer service standards for dealing with them are of a consistently high standard.</li> </ul>
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**6. POSITION DIMENSIONS****Reporting Line:** Head of Skills Team(s)**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**





- Certificate IV in relevant discipline or equivalent skills, knowledge and industry experience.
- Experience in providing quality executive secretarial and administrative support in a high volume professional environment.
- Experience in the effective use of records management and finance systems.
- 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	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

## FOCUS CAPABILITIES

The focus capabilities for the Support Officer to Head of Skills Team(s) 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>		
Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations.</li> <li>Show commitment to achieving work goals.</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills.</li> <li>Seek feedback from colleagues and stakeholders.</li> <li>Maintain own motivation when tasks become difficult.</li> </ul>
<b>Relationships</b>		
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers.</li> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Co-operate across work areas to improve outcomes for customers.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b>		
Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set budgets, timeframes and standards.</li> <li>• Take the initiative to progress own work.</li> <li>• Identify resources needed to complete allocated work tasks.</li> <li>• Seek clarification when unsure of work tasks.</li> </ul>
<b>Business Enablers</b>		
Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks.</li> <li>• Apply practical skills in the use of relevant technology.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Understand and comply with information and communications security and acceptable use policies.</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>