

# Role Description

## Contract Assurance Officer



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10071-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	511111
PCAT Code	1229192
Date of Approval	November 2023
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 coordinating the implementation of delivery contracts for the Region.

## Key accountabilities

1. Track and monitor contract performance to ensure outcomes, KPIs and compliance requirements are met.
2. Ensure the policy implementation, planning and development of programs for example including Trainees and Apprenticeships meet contract outcomes and compliance requirements for programs.
3. Provide expert advice and support to stakeholders on contract outcomes, performance targets and other compliance matters to ensure compliance requirements are met and contract outcomes are optimised.
4. Contribute to the development, implementation and review of policies, procedures and processes on contract delivery to ensure delivery is to the required value and agreed outcomes.
5. Lead, manage and monitor Safety approaches within contract delivery to ensure they meet compliance with regulatory and statutory obligations.
6. Contribute input to regular and ad hoc reports to the Region to inform resourcing decisions on contract assurance and compliance.
7. 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.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop meaningful performance development and review plans.

## Key challenges

- Working with a broad business group base and understanding business impacts that contribute to the achievement and potential blockers of business objectives.
- Maintaining currency with the range, pace and complexity of changes to statutory and regulatory requirements.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, direction and support.</li></ul>
Team Members	<ul style="list-style-type: none"><li>• Mentor, advice and support.</li></ul>
Head of Skills Team/Skills Team	<ul style="list-style-type: none"><li>• Provide resources and advice, seek input and feedback</li></ul>
Business Development Team	<ul style="list-style-type: none"><li>• Receive contracts and advice on customer requirements.</li></ul>

### External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"><li>• Maintain relationships with key customers in area of expertise.</li><li>• Connect and collaborate with relevant stakeholders.</li></ul>
Other government agencies.	<ul style="list-style-type: none"><li>• Connect and collaborate with relevant stakeholders.</li></ul>

## Role dimensions

### Decision making

- Makes decisions, using good judgement, 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 Compliance and Assurance

## Direct reports

Nil

## Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (valid prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.

## 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.

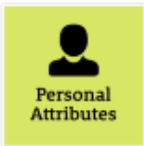
The capabilities are separated into focus capabilities and complementary capabilities

## 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
	<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, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Remain composed and calm under pressure and in challenging situations</li></ul>	Adept



### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



### **Procurement and Contract Management**

Understand and apply procurement processes to ensure effective purchasing and contract performance











- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational