

Role Description

Diversity and Inclusion Specialist



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group
Position Description no	10282-01
Classification/Grade/Band	TAFE Manager Level 1
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	1229192
Date of Approval	December 2022
Agency Website	www.tafensw.edu.au

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 implementation of Diversity and Inclusion Strategies. The Specialist is a subject matter expert that is responsible for the pipeline of development activity, delivering on time and within budget, to enable a diverse and inclusive workforce.

Key accountabilities

1. Oversee and prioritise the pipeline of project development activity in alignment with program and organisational priorities.
2. Develop and refine the Diversity and Inclusion Strategies so that it is embedded into business activity and enable data driven, evidence-based decision making across TAFE NSW.
3. Maintain and enhance Diversity and Inclusion reporting tools to inform TAFE NSW staff of relevant diversity and inclusion data to support effective prioritization, recommendations on options for solutions that improve performance.
4. Lead and collaborate with the broader Diversity and Inclusion team as well as influence key stakeholders from the business to develop a deeper understanding of business needs and identify opportunities for development.
5. Identify innovative practices in diversity and inclusion practices across other sectors and organisations that can be implemented to maintain focus and enhance the diversity culture mindset.
6. Develop systems to ensure Diversity and Inclusion strategies are communicated and readily accessible to stakeholders to support and inform management decision-making and efficient operations.
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 and review meaningful performance development and review plans.

Key challenges

- Understanding key reporting and measurement requirements that convey relevant insights to staff across TAFE NSW.
- Developing and delivering a reporting system that ensure data quality and performance requisite data for diversity and inclusion.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none"> • Receive leadership, advice and support.
Manager Aboriginal Education and Training Strategy	<ul style="list-style-type: none"> • Receive related leadership, advice and support on Aboriginal Employment and Training strategies.
TAFE NSW senior leaders	<ul style="list-style-type: none"> • Provide advice on policy and strategy issues. • Consult and collaborate on policy and strategy development and application issues.
Diversity and Inclusion team	<ul style="list-style-type: none"> • Collaborate to provide advice and report on work packages.
Safety, Wellbeing and Inclusion team	<ul style="list-style-type: none"> • Ongoing communication, consultation, and collaboration. • Collaboration in developing and implementing deliverables and in managing the flow of information.
Policy and Engagement Team – Market Group	<ul style="list-style-type: none"> • Collaborate on the development of education and training policy. • Provide advice on implementation of education and training policy.
SEG Delivery	<ul style="list-style-type: none"> • Liaise on Diversity and Inclusion policy and strategy impacts for implementation.

External

Who	Why
Community advocacy groups and NSW Public Service Commission	<ul style="list-style-type: none">Liaison and collaboration on policy and strategy initiatives that impact community groups.
TAFE networks and counterparts in other States and Territories	<ul style="list-style-type: none">Mutual exchange of contemporary developments and strategies.
Other State and Commonwealth education and training related bodies	<ul style="list-style-type: none">Maintain currency on broader context effecting education and training directions, issues, developments, and regulation.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Manager Diversity and Inclusion

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Degree qualification in relevant field or equivalent significant experience.
- Highly developed applied knowledge of Diversity and Inclusion strategy and implementation requirements.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Take the initiative and act in a decisive way Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders Demonstrate cultural sensitivity, and engage with and integrate the views of others Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences Recognise and adapt to individual abilities, differences and working styles Support initiatives that create a safe and equitable workplace and culture in which differences are valued Recognise and manage bias in interactions and decision making 	Adept

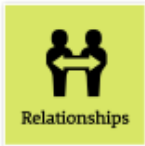


Commit to Customer Service

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

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- Initiate and develop partnerships with customers to define and evaluate service performance outcomes
- Promote and manage alliances within the organisation and across the public, private and community sectors
- Liaise with senior stakeholders on key issues and provide expert and influential advice
- Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

Advanced



Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



Deliver Results

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

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the links between the business unit, organisation and the whole-of-government agenda
- Ensure business plan goals are clear and appropriate and include contingency provisions
- Monitor the progress of initiatives and make necessary adjustments
- Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
- Consider the implications of a wide range of complex issues and shift business priorities when necessary
- Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning

Advanced



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

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Project Management

Understand and apply effective planning, coordination and control methods







- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project’s objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	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

Intermediate

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Workforce strategy	Contribute to defining business objectives, create evidence based workforce strategies to achieve outcomes and guide the organisation through the required change	Level 2
	Organisational culture	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	Level 2