

Role Description

Partnerships and Growth Lead



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Support and Community Group
Position Description no	10519-01
Classification/Grade/Band	TAFE Manager Level 1
Senior executive work level standards	Not Applicable
ANZSCO Code	249000
PCAT Code	2119192
Date of Approval	2024
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

The position leads the implementation of partnership and growth strategies at the community level and provides specialised advice on business development, sales, partnerships and account management to achieve business retention, relationship management and growth outcomes.

Associated activities include lead sourcing, acquisition, solution development, partnership/contract arrangements and delivery handover.

Key accountabilities

1. Lead and manage an assigned portfolio of business development and key account management initiatives at the community level, to maximise partner value and ensure sustainable commercial growth.
2. In collaboration with the manager, initiate, support and contribute to sourcing, generation and assessment of high value leads and business opportunities, and follow through with client/customer relationships to understand needs and maximise TAFE NSW's potential for success as a preferred provider.
3. Forge strong internal and external key stakeholder relationships (including with course development and delivery, vendors and government program representatives) and engage in collaborative business development, delivery and partnership solutions, facilitating innovative and tailored proposals, submissions and presentations to meet diverse client needs.
4. Work closely with internal specialists and stakeholders to develop and contribute to bids, quotations, pricing submissions, contract and partnership agreements, ensuring business development proposals are supported by clear implementation agreements with adequate capacity and capability to deliver.
5. Lead engagement with key stakeholders to manage and facilitate effective handover for program management and implementation of successful new business solutions, services and partner agreements, ensuring clear definition of roles and relationships in delivering programs and initiatives to meet client needs and performance requirements.
6. Manage and maintain positive, valued account relationships with clients, partners and stakeholders, executing strategies to retain, develop and grow accounts through proactive identification of future opportunities, issues, and risks, and facilitating resolutions and solutions to meet client's evolving needs.
7. Apply structured and planned approach to portfolio business development activities supported by centrally consistent processes, tools and resources to ensure alignment with statewide, regional and faculty priorities and high standards of stakeholder and partner relationships.
8. In close collaboration with the manager, set business development/growth performance indicators and targets, report on progress, identifying issues and barriers to achievement and strategies to address.
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 meaningful performance development and review plans.

Key challenges

- Achieving effective cross-functional collaboration and support for growth strategies and initiatives and creating a shared sense of ownership amongst internal stakeholder for achieving growth outcomes.
- Implementing fit-for-purpose systems and processes in a large and dispersed organisation, servicing diverse stakeholders in a range of organisational contexts.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Provide updates and performance reporting.• Provide issues analysis, advice and options for improvement.
Team across Engagement, Partnerships and Growth	<ul style="list-style-type: none">• Liaise on planning, systems, tools and resources to build local capabilities and business improvements.• Liaise and collaborate on business development and partnership initiatives and activities.
Key internal stakeholders including within education and training delivery and course development and quality	<ul style="list-style-type: none">• Engage and liaise on initiatives, programs, courses and products to ensure business development and account management strategies are well informed and supported.• Engage and collaborate on innovative business development solutions, proposals and presentations.• Provide specialist advice on key accounts management issues resolutions, retention and enhancement.

External

Who	Why
Community, businesses, peak industry networks and forums	<ul style="list-style-type: none">• Engage and liaise with representatives on business development promotions, strategies, initiatives and account management matters.
Other NSW government agencies, forums, reference groups	<ul style="list-style-type: none">• Maintain currency and connections on broader trends and issues affecting TAFE NSW business development strategies.

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.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.

Reporting line

Manager Partnerships and Growth

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree qualification in related field or equivalent skills, knowledge and experience.
3. Demonstrated experience leading business development and growth initiatives, strategies and support systems for a large organisation.
4. Demonstrated experience managing business accounts and maintaining strategic relationships to maximise growth opportunities and sustained commercial outcomes.

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.

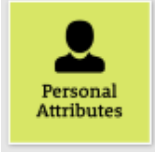
The capabilities are separated into focus capabilities and complementary capabilities

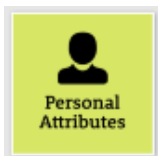
Focus capabilities

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Model the highest standards of ethical and professional behaviour and reinforce their use• Represent the organisation in an honest, ethical and professional way and set an example for others to follow• Promote a culture of integrity and professionalism within the organisation and in dealings external to government• Monitor ethical practices, standards and systems and reinforce their use• Act promptly on reported breaches of legislation, policies and guidelines	Advanced

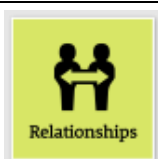


Value Diversity and Inclusion

Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives

- 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

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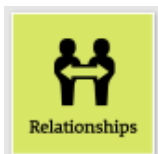


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- Create opportunities for others to contribute to discussion and debate
- Contribute to and promote information sharing across the organisation
- Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
- Explore creative ways to engage diverse audiences and communicate information
- Adjust style and approach to optimise outcomes
- Write fluently and persuasively in plain English and in a range of styles and formats

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

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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

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Procurement and Contract Management

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

- Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management
- Develop well-written, well-structured procurement documentation that clearly sets out the business requirements
- Monitor procurement and contract management processes to ensure they are open, transparent and competitive
- Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance
- Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
- Escalate procurement and contract management issues, where required









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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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept

	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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
	Project Management	Understand and apply effective planning, coordination and control methods	Adept