Role Description
AMEP/SEE Regional Coordinator

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Education and Training
Position Description no	10189-01
Classification/Grade/Band	Senior Education Officer
Senior executive work level standards	Not Applicable
ANZSCO Code	223311
PCAT Code	1229192
Date of Approval	Jan 2018
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 AMEP/SEE Regional Coordinator is responsible for implementing the centralised business model to deliver the Adult Migrant English Program (AMEP) and/or Skills for Education and Employment (SEE) Program across each contract region, ensuring consistency and accuracy of data management, a high standard of service delivery and strong outcomes for AMEP and SEE clients.

Key accountabilities

1. Develop strong collaborative relationships with a variety of internal stakeholders to ensure effective design of learning programs to meet the needs of AMEP clients in the Social English stream and the Pre-employment English stream and SEE clients in the SEE program.
2. Collaborate with the Workplace Programs Coordinator to provide Settlement Language Pathways to Employment and Training (SLPET) for AMEP clients.
3. Identify professional development needs of staff and inform the AMEP/SEE Curriculum and Assessment Coordinator and the AMEP/SEE Coordinator to ensure high quality standards of program delivery are achieved and maintained.
4. Oversee professional development activities, monitor and report on staff participation to ensure objectives are met.
5. Train, support and manage team/s of AMEP/SEE Pathway Guidance Officers across a contract region to ensure AMEP Individual Pathway Guides (IPGs) or SEE Client Training Profiles (CTPs) are completed and updated to reflect ongoing vocational and educational guidance and support.
6. Monitor and support the conduct and reporting of initial and progressive Australian Core Skills Framework (ACSF) assessments to meet program requirements.
7. Train, support and manage a team of AMEP/SEE Customer Service Officers across the contract region to ensure timely and accurate data entry into the Management Information System (MIS), excellent customer service and the completion of all other administrative tasks.
8. Provide a point of contact for the Contract Management Unit in order to implement the centralised business model of delivery and ensure effective contract management reporting and communication links with the local AMEP/SEE teams.
9. Ensure appropriate display and access to all relevant program policy and standards documents at each location including for example, the AMEP and SEE Code of Conduct.
10. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
11. Place the customer at the centre of all decision making.
12. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
13. Collaborate with staff to ensure the development and regular review of meaningful individual performance management and development plans that are clearly aligned to strategic objectives and focused to develop the individual.

Key challenges

- Delivering the AMEP or SEE program and meeting the business expectations during the formative stage of developing and establishing a new centralised AMEP/SEE contract management model across multiple delivery locations in NSW.
- Implementing a new AMEP/SEE business model while concurrently driving change and innovation at the regional level.
- Building and sustaining team collaboration including the right balance between meeting organisational and local needs.

Key relationships

Internal

Who	Why
AMEP/SEE Coordinator	• Receive leadership, direction and advice. • Implement consistent strategies for AMEP/SEE contract • Provide advice on contract implementation at the regional level
Pathway Guidance Officer	• Communicate and ensure implementation of strategies for contractual compliance and achievement of KPIs • Collect and collate local information for AMEP reports, including record of complaints • Coordinate internal and external audits
Customer Service Officer	• Ensure implementation of procedures to ensure data timeliness and contractual compliance • Monitor and action data discrepancies and issues
Head Teachers/Skills Team	• Negotiate and liaise with teaching section in relation to AMEP/SEE implementation and delivery to meet contractual requirements
Workplace Programs Coordinator	• Promote and support SLPET delivery in the contract region
QA Manager	• Submit data and information for reporting

External

Who	Why
Community Stakeholders	• Support and encourage promotional and networking activities to promote the AMEP/SEE and develop awareness of local settlement and community services

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

AMEP/SEE Coordinator

Direct reports

~15-25

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Appropriate degree or equivalent and appropriate demonstrated professional or vocational experience.
3. Demonstrated commitment to the delivery of high quality customer focused programs, including appropriate experience in planning, developing, implementing and reporting of educational programs in a high workload environment.
4. Ability and willingness to travel.

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.
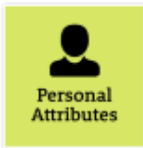
The capabilities are separated into focus capabilities and complementary capabilities

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
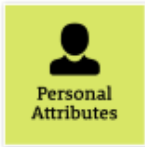
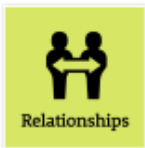|	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	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

	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	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
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	• Support teams in developing new ways of working and generating innovative ideas to approach challenges • Actively promote change processes to staff and participate in communicating change initiatives across the organisation • Provide guidance, coaching and direction to others who are managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these	Adept

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
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate

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