

Role Description

TAFE Queensland North

**MAKE
GREAT
HAPPEN**



Position Title	Executive Support Officer	Job Ad Reference	TQN 101-17
Region	North	Closing Date	6 August 2017
Portfolio	Executive	JEMS No.	N0068
Location	Cairns	TRIM No.	06.2016
Classification Salary	AO4 TAFE Queensland Award – State 2016 \$67,641 - \$75,541 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
Employment Status	Permanent Full-time		

About TAFE Queensland

TAFE Queensland is the largest and most experienced provider of further education and training in Queensland offering practical, industry-relevant training to over 165,000 students annually, across more than 500 program areas.

On 1 July 2013, TAFE Queensland was established as an independent statutory body under the *TAFE Queensland Act 2013*.

The TAFE Queensland network comprises a Head Office in Brisbane and six regions delivering training from Thursday Island to the Gold Coast, from Bundaberg to Roma and across the South-east corner of Queensland. The TAFE Queensland regions are:

- TAFE Queensland North
- TAFE Queensland SkillsTech
- TAFE Queensland Gold Coast
- TAFE Queensland East Coast
- TAFE Queensland South West
- TAFE Queensland Brisbane

TAFE Queensland is an organisation that puts our customers – students, employers, communities – at the centre of everything we do.

As an employee of TAFE Queensland, you will be part of the state's leading provider of further education and training committed to quality teaching, a safe working environment and delivering real outcomes for our students.

For more information about TAFE Queensland visit www.tafeqld.edu.au

Our Region

With a huge geographical footprint stretching from the Whitsundays to Thursday Island and west to Mount Isa, TAFE Queensland North is an important part of the north Queensland community and fast-growing economy. As the area's leading training provider, TAFE Queensland North attracts local and overseas students to its 17 locations also offering programs online, at school and in the workplace. Training offerings range from business and health to trades and tourism, and close partnerships with schools, business, industry and universities create excellent pathways and opportunities for TAFE Queensland North students and graduates. The region is also proud to cater for the highest proportion of Aboriginal and Torres Strait Islander students in the TAFE Queensland network.

Your Opportunity

- To provide high level executive support and administrative support to the General Manager, Executive Directors and Senior Officers across the Region.

This position reports to the Executive Officer.

Key Responsibilities

- Provide high quality executive and secretarial support to the General Manager, Executive Directors and Senior Officers including coordination of information, diary management and responding to email, telephone and face to face enquiries.
- Manage the flow of correspondence and other documentation through an effective and timely management system.
- Organise travel itineraries and arrange air travel, accommodation and vehicle hire bookings and associated acquittal and budgetary requirements.
- Liaise with senior departmental officers and maintain effective communication channels with key internal and external clients, industry groups and related stakeholders.
- Monitor and maintain streamlined administrative systems, policies and procedures utilising current technologies to ensure responsive and effective work outcomes and client service.
- Participate in various projects across the Region including coordinating and obtaining information and reporting feedback to the General Manager and other senior managers across the Region.
- Maintain a current knowledge of legislation, policies, procedures and processes relevant to the Region and TAFE Queensland as well as an understanding of the Region's products and services.
- Develop, implement and review systems, procedures, policies, work instructions and forms, improving work processes and encouraging initiative and innovation, to support the functions and services of the Region.
- Undertake research and development on matters relating to business functions.
- Ensure day to day activities align with business operations.
- Contribute to improvement in business processes and practices.

Success Factors for the Role

1. A professional approach including the ability to maintain confidentiality, discretion and exercise tact, initiative and sound judgement.
2. Excellent interpersonal and communication skills with the ability to work independently and as a member of a team.
3. Ability to manage multiple tasks concurrently within day to day context and prioritise activities to meet strategic objectives within set timelines.
4. High levels of organisational and administrative skills, including high level skills in the use of computerised management information systems and software packages.
5. Display the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.

Qualifications / Requirements

Highly desirable requirements:

- Experience of supporting senior managers within a complex organisation.

How to Apply

Please provide the following information to the panel to assess your suitability:

- A current resume, outlining major achievements relevant to the position, and including contact details for two referees (one of whom should be your current supervisor), and
- A short response (maximum two pages) describing how your experience, abilities, knowledge and personal qualities are relevant for the role; taking into account the Success Factors for the Role and Key Responsibilities section of the role description.

Applications remain current for 12 months from the closing date and may be considered for appointment to identical or similar vacancies within the Department.

All applications must be electronically submitted via www.seek.com.au by 6 August 2017.

When applying quote **Job Ad Reference TQN 101-17**.

For further information, please contact:

Helen Mowat
Executive Officer
07 4750 5261 or 0467 708 441

Additional Information

- Departmental employees are required to acknowledge they understand their obligations under the Queensland Government Code of Conduct and the department's Standard of Practice and agree to align their professional conduct to these obligations.
- You may be required to travel and work across TAFE Queensland North.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation.