

Role Description

TAFE Queensland North

MAKE
GREAT
HAPPEN



Position Title	Marketing Business Support Officer	Job Ad Reference	TQN 98-17
Region	North	Closing Date	28 July 2017
Portfolio	Client Engagement, Marketing	JEMS No.	3432 (11/2013)
Location	Cairns	TRIM No.	13/427831
Classification Salary	AO3, TAFE Queensland Award – State 2016 \$ 57,208 - \$ 64,907 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
Employment Status	Temporary Full-time until 30 June 2018 unless otherwise determined.		

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

Business Support Officers are employed in various areas throughout the region. The position provides customer focused services which enhance the quality, consistency and scope of information and administration services to better meet the need to existing and prospective students, staff and clients on the region. After hours and weekend work may be required.

This position reports to the Marketing Manager.

Key Responsibilities

- Demonstrate effectiveness in performing tasks of an administrative nature including analysis and problem-solving, task prioritisation, and goal achievement within predetermined deadlines, including:
 - Assist with marketing campaigns for specific areas of the business.
 - Develop and implement marketing activations.
 - Administer a regional budget.
 - Liaise with business teams to work pro-actively in driving occupancy and retention activities.
 - Work closely with the marketing team to ensure implementation of traditional and digital marketing activity.
 - Work closely with external suppliers, such as printers, media agencies etc.
 - Plan and manage events.
 - Ensure timely communication and materials are distributed.
- Represent the region in all communications with clients by providing continuous and consistent excellence in the delivery of client and administration services.
- Act within position's delegations to provide issue-ownership and achieve timely resolutions.
- Provide accurate and efficient administration support utilising computerised management information systems and software packages.
- Update and maintain knowledge of the region's services, products and policies and use this knowledge base to make informed, consistent decisions in the delivery and/or referral of services.
- Provide supervision and direction to administrative staff within the work area.
- 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

You will be assessed on your ability to demonstrate the following success factors. Within the context of the 'Key Responsibilities' described above, the ideal applicant will be someone who can demonstrate the following:

1. Display the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.
2. Demonstrate the ability to work independently and as a member of a team to achieve outcomes consistent with service objectives and priorities.
3. Provide courteous, prompt and professional support to internal and external clients, utilising your high-level administrative, prioritisation and time management skills to achieve positive outcomes.
4. Take personal responsibility for accurate completion of work, seeking assistance when required and offering assistance when able.
5. Demonstrate well-developed written, oral and interpersonal skills including liaising and consulting with internal and external clients.

How to Apply

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

- A brief resume including contact details for 2 referees (one of whom should be your current supervisor); and
- A maximum 2 page written response outlining your suitability for the role referring to the *Success Factors for the Role* section of the Role Description.

To be considered as suitable for further consideration, your resume and 2 page written response **must** demonstrate previous experience in a similar Marketing Support Officer capacity involving comparable **key responsibilities** as listed above. Resumes which **do not** include this will not be shortlisted for the position.

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 28 July 2017.

When applying quote Job Ad Reference Number for the position as **TQN 98-17**

For further information, please contact:

Mark Stanley
Marketing Manager
0408 299 654.

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.
- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- 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.