

Role Description

TAFE Queensland North

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Position Title	Business Support Officer	Job Ad Reference	TQN 107-17
Region	North	Closing Date	Sunday 13 August 2017
Portfolio	Tourism, Hospitality and Personal Services	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 the 29 June 2018		

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.

This position reports to the Business Manager, Tourism, Hospitality and Personal Services.

Key Responsibilities

- Demonstrate effectiveness in performing tasks of an administrative nature including analysis and problem-solving, task prioritisation, and goal achievement within predetermined deadlines.
- Represent the region in all communications with clients by providing continuous and consistent excellence in the delivery of client and administration services.
- Provide sound financial support and business acumen to the portfolio's business operations
- 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 current resume, including contact details for two 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.

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

All applications must be electronically submitted via www.seek.com.au by the closing date.

When applying quote **Job Ad Reference TQN 107-17**.

For further information, please contact:

Alicia Contreras
Business Manager, Business, Innovation and the Arts
07 4042 2601

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.

DUTY STATEMENT – AO3 Portfolio Support Officer

Tourism, Hospitality and Personal Services

AO3 Duties

This Duty Statement provides the *minimum* requirements for the role. The incumbent may be required to undertake other duties as required.

Portfolio Support Officer Role:

- Promotion & Coordination of Portfolio business outlets (restaurants, coffee shop, beauty and hairdressing salons) menus, services, products, daily takings, banking, record keeping
- Accurately manage the booking schedules for patrons in the restaurants and training services for students in coffee shop and restaurant
- Record and disseminate accurate team and portfolio meeting minutes and follow up on actions
- Participate in planning activities for the portfolio
- Support Portfolio Manager and Business Manager in the day to day business operations and adhoc projects
- Co-ordinate functions / events in conjunction with Team Leader and Food & Beverage Teams
- Coordinate & assist delivery staff and client service staff to maintain accurate information on our Portfolio programs on TCIS (Web Page)
- Coordinate Portfolio Purchasing through Finance , process requisitions in F1, maintain accurate records of expenditure and revenue, reconcile & acquit corporate credit cards
- On a daily basis liaise with Hospitality team to communicate students absenteeism
- Soft skills required: ability to take additional responsibilities; professional attitude, a sound understanding of commerciality and commercial confidence, ability to be a supportive and caring part of a high functioning team.
- Excellent written and verbal communication skills with an ability to prioritise and organise tasks and work within established deadlines.
- Exceptional computer and typing skills with high accuracy and attention to detail and advanced skills in MS Office suite, particularly Excel.
- Complete archiving in accordance with the Archiving and Retention Schedule.
- Assist with administration requirements in the event of audit.
- 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 Tourism, Hospitality and Personal Services Portfolio
- Maintain a current knowledge of legislation, policies, procedures and processes relevant to TAFE Queensland as well as an understanding of RTO compliance and PQS Contracts.