

# Role Description

TAFE Queensland North

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GREAT  
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<b>Position Title</b>	Business Support Officer	<b>Job Ad Reference</b>	TQN 124-17
<b>Region</b>	North	<b>Closing Date</b>	12 October 2017
<b>Portfolio</b>	Marine	<b>JEMS No.</b>	3432 (11/2013)
<b>Location</b>	GBRIMC, Cairns	<b>TRIM No.</b>	13/427831
<b>Classification Salary</b>	AO3, TAFE Queensland Award – State 2016 \$ 58,638 - \$ 66,501 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
<b>Employment Status</b>	Temporary Full-time until 29 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](http://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

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The Great Barrier Reef International Marine College is located in Cairns with the best equipped training centre in the southern hemisphere. TAFE Queensland North has a long established, professional reputation in training, training local, national and international students. The Business Support Officer position provides customer focused services which enhance the quality, consistency and scope of information and administration services to better meet the need of existing and prospective students, staff and clients of the Region.

This position reports to the Portfolio Business Manager.

## Key Responsibilities

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- 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.
- 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

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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

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To apply for this role, all applications must be submitted via [www.seek.com.au](http://www.seek.com.au) by **Thursday 12<sup>th</sup> October 2017** including the following:

- A maximum two page written response that is aligned to the Success Factors for the Role section of the role description.
- A current resume with contact details for 2 referees (one of whom should be your current or a recent supervisor).

When applying for this position quote **Job Ad Reference Number TQN 124-17**

*For further information, please contact:*

Nicole Hansell  
Business Manager  
Telephone (07) 4041 9801

## **Additional Information**

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