

ROLE DESCRIPTION

ROLE TITLE: TEAM LEADER CLASSIFICATION: ASO5 POSITION NUMBER: VARIOUS	ORGANISATION: TAFE SA DIVISION: STUDENT EXPERIENCE CORPORATE HUMAN RESOURCE DELEGATION: LEVEL 4
REPORTS TO: <ul style="list-style-type: none"> Manager, Apprentices, Trainees & Schools Manager, Student Engagement & Customer Service Manager, Admissions, Onboarding & Enrolments 	FUNCTIONS REPORTING TO THIS ROLE: <ul style="list-style-type: none"> Support Coordinators Support Officers
ROLE PURPOSE: <ul style="list-style-type: none"> The Team Leader is required to deliver high quality, client-focussed outcomes through effective management of employees, allocation of resources and efficient use of technology. The Team Leader provides leadership, mentoring and coaching to employees to achieve workgroup goals, develop and strengthen linkages across TAFE SA, other agencies and Industry. 	
KEY OUTCOMES OF THE ROLE: <ul style="list-style-type: none"> Manage and supervise staff to ensure the employment and development of responsive and knowledgeable staff to meet the needs of TAFE SA customers. Lead and inspire staff, including through coaching and performance development, to foster a student centric team culture. Establish and maintain collaborative internal and external working relationships which develop and strengthen linkages to support the achievement of TAFE SA strategic objectives and core business outcomes. Undertake a range of financial and purchasing functions including, but not limited to, raising invoices and purchase orders, monitoring and/or analysis of budget, coordination of external contract agreements and reporting. 	<ul style="list-style-type: none"> Plan, manage and monitor specialist projects, deliver high level analysis and prepare documentation with recommendations to inform decision making. Develop business processes and work instructions and contribute to the review and implementation of TAFE SA Policies and Procedures. Determine, implement and monitor personal and team priorities, work schedules, and key deliverables to ensure that all key performance indicators are met. Ensure compliance with legislation, policy, procedures, systems and work practices with a focus on continuous improvement. Coordinate and undertake a range of administrative support functions Demonstrate the values of trust, honesty and respect which build and sustain a 'One Team' organisational culture.

KEY RELATIONSHIPS / INTERACTIONS:

- The Team Leader works under the direct supervision of their line manager and interacts with other team members across Student Experience and Education Business units.
- Interaction with a range of key stakeholders, including
 - TAFE SA Management Team
 - Students
 - Business Customers
- Other Government Agencies and Non-Government organisation

SPECIAL CONDITIONS:

- Out of hours work may be required.
- Intrastate and interstate travel may be required.
- Incumbent will be required to participate in the department's Performance Development Program.
- Eligibility to work in Australia.
- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the TAFE SA Preemployment Checks.
This role requires:
 - ✓ Working with Children Check
- It is an ongoing condition of employment for all employees whose employment is subject to a Health Direction/site requirements, including but not limited to an Emergency Health Direction, that they are fully compliant with the requirements of the relevant Directions in order to perform their duties. This will also include but not be limited to: COVID 19
- The incumbent may be required to attend promotional events such as; IE events, Expos, Career Days, Field Days and School Engagement (internal tours/external events), when required.
- The incumbent may be required to work in different teams as workload demand changes.

KEY SELECTION CRITERIA:

- **Essential** - Demonstrated experience in the development and coordination of a student/customer centred service culture including providing leadership, direction, training and guidance to individuals and teams and promoting a customer service centric model which meets the needs of the business.
- **Essential** - Demonstrated experience managing a range of business support functions (including financial, administrative and customer support), including competence in using multiple software packages.
- **Essential** - Highly developed interpersonal, written and verbal communication skills to present and articulate concepts clearly and concisely and manage conflict with a proven ability to work

sensitively and effectively with a diverse customer and student cohort, including people with disabilities and from diverse cultural and linguistic backgrounds.

- **Essential** - Demonstrated ability to work independently, as well as collaboratively as a member of a specialist team, under limited direction and to exercise judgement, initiative and problem solving to manage personal and teamwork priorities in a complex and changing environment.
- **Essential** - Proven ability to successfully manage and implement continuous improvements, foster and support change in the work environment.
- **Essential** - Demonstrated ability to monitor, review and interpret a range of complex information, generate reports and provide solution focused recommendations.
- **Essential** - Ability to develop and maintain relationships with key stakeholders both internally and externally.
- **Essential** - Demonstrated experience in ensuring compliance with legislation, procedures and policies.
- **Essential** - [Knowledge and understanding of Aboriginal Culture and Community](https://www.dca.org.au/resources/aboriginal-and-torres-strait-islander-peoples). (<https://www.dca.org.au/resources/aboriginal-and-torres-strait-islander-peoples>)