

Role Description Manager Review and Evaluation

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As Assigned
Position Description no	10557-01
Classification/Grade/Band	TAFE Manager Level 1
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	2229192
Date of Approval	May 2023
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for establishing, leading and managing a consistent 'fit for purpose' approach to benefits and value management across TAFE NSW and that benefits realisation is optimised for the TAFE NSW Strategic Plan 2022 – 2025 and other change programs.

Key accountabilities

1. Establish and maintain a fit for purpose benefits management framework to ensure processes and procedures are adaptable and fit for purpose.
2. In collaboration with users, develop practices that ensure the suite of management artefacts are applied consistently and effectively across the portfolio.
3. Embed the concept that the achievement of value (other than the obvious dollar savings) is a key success factor to measure programs and projects against.
4. Maintains ownership and maintenance of the Portfolio Benefits Register to ensure the Register is accurate and reflects contemporary information.
5. Review KPM reports and dashboards to develop insights regarding the performance of the project Portfolio.
6. Contribute to the monthly and quarterly progress and performance reports in order to support effective business function.
7. Provide high level dashboard reporting that informs key strategic and tactical decision making and optimises benefits realisation for TAFE NSW.
8. Contributes to the development and critically assess project documentation including Project Initiation Requests, Business Cases, Project Change Requests and Stage Gate Checklists from a benefits perspective.
9. Contribute to the enterprise budgeting and forecasting processes to ensure benefits are being baked into forward budgets
10. Conduct bi-annual benefits reviews and benefits health checks to ensure project governance requirements are adhered to.
11. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
12. Place the customer at the centre of all decision making.
13. Work with the Line Manager to develop meaningful performance development and review plan.

Key challenges

- Maintaining a consistent oversight on a range of complex and competing priorities.
- Maintaining a contemporary body of knowledge of projects benefits techniques and benefit realisation methodologies.
- Communicating complex analysis and findings from disparate data to stakeholders who may have competing priorities
- Uplifting the awareness and importance of completing benefit realization artifacts given timing and other constraints.

Key relationships

Internal

Who	Why
Line manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Work in partnership to improve the suite of benefits artefacts.
Work Team	<ul style="list-style-type: none">• Regularly consult on project outcomes and benefit priorities and measure.• Provide socialisation, coaching and assistance (in the use of) the suite of artefacts.
Financial Planning Analysis Teams	<ul style="list-style-type: none">• Consult and share information regarding systems and processes to enable support and open communication channels.

Project/Program Managers and Senior Sponsors	<ul style="list-style-type: none"> Consult and uplift benefits realisation capabilities.
Project Assurance	<ul style="list-style-type: none"> Liaise on embedding benefits realisation artifacts into the project delivery framework.

External

Who	Why
Government agencies and key stakeholders including third party auditors and business case developers	<ul style="list-style-type: none"> Develop and maintain effective working relationships.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

As Assigned

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

- A valid Working with Children Check (required prior to commencement).
- Degree qualification in related field or equivalent significant experience.
- Demonstrated experience applying benefits realisation methodologies in a complex project management environment.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

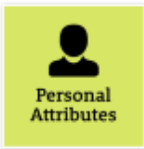

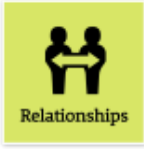
The capabilities are separated into focus capabilities and complementary capabilities

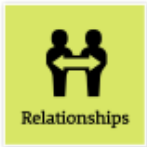
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Influence others with a fair and considered approach and present persuasive counter-arguments
- Work towards mutually beneficial 'win-win' outcomes
- Show sensitivity and understanding in resolving acute and complex conflicts and differences
- Identify key stakeholders and gain their support in advance
- Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
- Anticipate and minimise conflict within the organisation and with external stakeholders

Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- Investigate and create opportunities to enhance the achievement of organisational objectives
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Control business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

Advanced



Project Management

Understand and apply effective planning, coordination and control methods











- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate