

<b>Position Title</b>	Community Liaison Officer
<b>Portfolio</b>	Student Experience
<b>Division</b>	Student Engagement & Support
<b>Department/Cost Centre</b>	Skills & Jobs Centre - 03320
<b>Classification</b>	Specialist Staff Level 4
<b>Position Number/s</b>	102636
<b>Reporting to</b>	Careers Practitioner – Team Leader
<b>Supervises</b>	Nil

### Who is South West TAFE?

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South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast-paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

### Division Overview

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The Student Engagement & Support Division provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the Skills and Jobs Centre (SJC) and all of the support services available within South West Central, SWTAFE's central student support centre, and at other campuses.

The Skills & Jobs Centre & South West Central both front facing service delivery points, for students, trainees and community clients, seeking information, advice and access to a range of services and student supports. Both service points are an interface with the public and have a role elevating the reputation of SWTAFE as the front face, and oftentimes first impression, of SWTAFE.

The Student Engagement & Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

## Position Overview (Your Opportunity)

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The Community Liaison will play an important role with the administration and client engagement in the centre. The Community Liaison promotes the SJC services via online, face-to-face, social media, email and phone work with community and industry in niche markets. They will be required to provide course and employment information and discuss details relating to client requests. The Community Liaison works independently on projects and cooperatively with both internal and external clients. They will liaise with a range of staff across all campuses and other Skills and Jobs Centres across the state.

The Community Liaison is integral part of the to the Skills and Jobs Centre team and supports the Team Leader, careers and course advisors with the planning and implementation of workshops, reporting, letter writing, resume, interview preparation and industry requests. They need to be confident, engaging and motivated to work with a diverse range of people. They will need to be enthusiastic about professional development in the area of Career Development. They will self-manage their time and projects.

## Key Accountabilities

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All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

### *Your Position*

- Provide a range of client focused information and advisory services including resume, application letter and course options with confidence and compassion
- Create accurate and up to date information in relation to the Skills and Jobs Centre workshops and services with industry and community within timelines
- Apply referral processes across a variety of client cohorts specialising in niche markets
- Demonstrate excellent literacy skills for client resume and application writing support
- Demonstrate high level ICT skills in developing and delivering presentations, in both face to face and online environments
- Manage client follow-up processes and record in CRM within Institute policy service standards
- Coordinate workshops and activities with a focus on identified key cohorts in line with the Victorian Skills Authority Skills & Jobs Plan
- Open and closing of facility when required
- Ensure service excellence through setting professional standards with ongoing diagnosis and problem solving when required
- Maintaining a polite and considerate approach when dealing with all students, staff, customers and community members
- Take responsibility to stay up to date with relevant information and industry best practice liaising with staff at higher levels, agencies and industry partners, in line with the Career Industry Council of Australia (CICA) professional standards for Australian careers services
- Will be required to work with initiative on new activities demonstrating creativity and originality and inform SJC team of outcomes
- Identify local priorities that will be the focus for the SJC based on regional profiles and other community plans
- Identify the Victorian Government partnering priorities that will be the focus for the SJC
- Identify the Federal Government partnering priorities that will be the focus for the SJC
- Establish & build on niche markets of job seekers to utilise the services of the SJC.

### *Your Organisation*

- Recognise areas in which guidance and support is required from the manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement and Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

## Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated professionalism and excellence in customer service including workshop delivery, , information provision, reception services and the resolution of client concerns
- High level verbal and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of people
- Demonstrated initiative, problem solving skills and attention to detail to enable the organisation, preparation and delivery of workshops
- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to prioritise work
- Flexibility in a changing environment & maintaining a detail focus
- A team player who achieves goals whilst utilising an organised and methodical approach to work
- Outstanding data entry, administration and ICT skills

## Qualifications and Requirements

### Mandatory requirements

- A Certificate IV in Business, Business Administration /or equivalent relevant industry experience. Employees with lesser formal qualifications and relevant knowledge of the job or experience may be considered
- Variations of the above point will be considered if employees have a theoretical knowledge of required tasks
- Employee Victorian Working with Children and satisfactory Police Check
- If does not hold, be willing to study Certificate IV in Career Management.
- Current Drivers Licence

### Highly desirable requirements

- Substantial experience using Microsoft 365 products and relevant industry software and programs
- Experience using platforms such as Canva, Copilot or other industry standard presentation tools

## Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
<b>Prepared by</b>	Recruiting/Hiring Manager		
<b>Approved by</b>	Department Executive Manager		
<b>P&amp;C review</b>	People & Culture		
<b>Agreed by</b>	Incumbent		