

Position Description

Position Title	Team Leader - Student Management System (SMS)
Portfolio	Corporate Services
Division	ICT & Innovation
Department/Cost Centre	05500
Classification	Specialist Staff 8
Position Number/s	102711
Reporting to	Manager - ICT & Innovation
Supervises	Data Reporting & SMS Officer SMS Administrator SMS Training Coordinator

Who is South West TAFE?

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 throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

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

The ICT and Innovation Department leads the information and communications technology (ICT) functions at South West TAFE.

The Department is comprised of the ICT Operations team, the Digital Transformation team and the Student Management System (SMS) team, within the Corporate Services portfolio.

The ICT Operations team maintains and supports the core network infrastructure, cyber security, end user devices, cloud and on-premise software and platforms, audio visual and communications (portable devices, telephones, etc.) that underpin the delivery of training to students; and supports the business objectives of the Institute.

The Digital Transformation team aims to ensure the efficient, effective and economical use of ICT systems and underpinning process across the organisation. Working with stakeholders to understand requirements and process to then leverage the Institutes investment in technology to the fullest. This will be a mixture of enhancing systems already in place and the implementation of new systems into the environment.

The SMS team is responsible for the adoption, development and maintenance of South West TAFE's Student Management System. This includes the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations, ensuring student data reporting requirements to funding bodies and other various government departments are met.

The role of each team is to work with key internal and external stakeholders to strategically specify, maintain and deliver technologies and services used in the execution of the business objectives and strategic direction of South West TAFE, and to ensure that avenues for support, fault escalation and fault resolution are provided.

Position Overview (Your Opportunity)

Reporting to the Manager - ICT & Innovation, the Team Leader - SMS is a leadership role focused on the availability, delivery and support of the SMS and the integrity of student data ensuring South West TAFE meet its funding and legislative reporting requirements. This position oversees South West TAFE's student fee structure, ensuring an appropriate fee structure necessary to meet legislative, regulatory and contractual compliance. This role oversees the management of student data ensuring data integrity and is responsible for South West TAFE meeting its student data reporting requirements to funding bodies and other various government departments.

This role provides expert, timely and pro-active operational and strategic interpretation on all student data to the Executive Team and Teaching Department enabling data driven decision making and is integral in supporting the on-going development, monitoring and maintenance of student data.

Key Accountabilities

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

- Provides strategic and high-level professional advice, as well as ongoing support to executive, managers and staff on matters relating to student data management and interpretation, and is a key point of contact in making decisions regarding modifications to student data management processes.
- Responsible for all South West TAFE student data reporting obligations including mitigating significant financial risk to the Institute by:
 - the successful and timely load of the SVTS Data Submission and annual completions files necessary to generate payment of government funding
 - ensuring data reporting obligations for interstate delivery is lodged on time and in accordance with the specific requirements as they vary from state to state.
 - management of South West TAFE's education and training compliance requirements regarding data management and reporting.
 - establishing an internal structure within the SMS to maintain the integrity of student data enabling reporting compliance.
 - identifying areas of significant impact and reporting these to the Institute's Executive team
- Lead and provide guidance, support and instruction to the SMS team to ensure that the system's functionality is being utilised to the maximum and is aligned to and supports South West TAFE's business requirements and data reporting requirements
- Working with relevant internal staff and external bodies to interpret the reporting requirements of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), Institute Key Performance Indicators and the HESG VET Funding Contract. Being responsible for ensuring that these reporting requirements are consistent with the Institute's internal processes.
- Working with the key stakeholders to ensure the Institute meets data reporting standards and requirements to Federal and State bodies including Department of Education, Higher Education and Skills Group (HESG), Australian Skills Quality Authority (ASQA), Australian Health Professionals Regulation Agency (AHPRA) the Training Management Information Statistical Standard (AVETMISS) and the Australian Migrant English Program (AMEP)
- Responsibility for the validation and monitoring of data within the SMS, identify data deficiencies and recommend solutions. Analyse data to inform policy and monitor progress against performance indicators. Ensure the integrity, safety and security of data and take responsibility to deal with any anomalies and/or non-compliances.
- Ensuring that South West TAFE meets payment requirements with various external funding and regulatory bodies including individual agreements with other jurisdictions across Australia.
- Manage the establishment, configuration and variation of the Institute's fee and funding structures to enable reporting, capture of fees, fee variations and maintenance of external regulatory requirements
- Act in an advisory and interpretative role, and use specialised knowledge, experience and expertise to provide information, direction and guidance in matters pertaining to student data management.
- Adapt to meet changes in Government data reporting guidelines and South West TAFE policy requirements. Use specialised experience and knowledge in modifying and adapting guidelines for new or changed situations.
- Make sound decisions which impact on student data reporting, effectively deal with sensitive and confidential information and use initiative to identify appropriate and relevant solutions to issues raised

- Ensuring compliance to other South West TAFE policies, procedures and other Legislative requirements.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

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 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 knowledge and skills in the use of student data management and related systems and an understanding of the vocational education and training environment in which they operate
- Demonstrated leadership and interpersonal skills including the ability to establish effective working relationships, to motivate and gain co-operation from key stakeholders in working toward the achievement of common goals.
- Demonstrated high level technical knowledge and skills in the use of management reporting systems and tools, the business systems associated with the environment in which they operate and the ability to analyse, interrogate, manipulate and interpret data to provide meaningful reports
- Demonstrated knowledge and experience to provide a high level of advice in relation to the adoption, development and maintenance of the Institute's SMS, and the capacity to develop and implement new functionality within SMS and interface this with the efficiency of Institute operations and the management of student data.
- Knowledge of the implications and impact of current policy upon the Vocational Education and Training (VET) sector, and the kinds of services and programs the VET sector provides
- Demonstrated ability to lead and coach an effective team, foster a positive team culture and motivate team members to achieve exceptional levels of performance
- Highly developed interpersonal, written and verbal communication skills, and a demonstrated capacity to develop and maintain effective workplace relationships.

Qualifications and Requirements

Mandatory requirements

- A relevant Degree in data management and analysis or related information and communications technology discipline.
- Less formal qualifications with extensive experience in data management and the ongoing development of computerised records systems and databases within an educational environment may be considered.
- Experience in data management preferably with a focus on interpretation and analysis of data.
- Employee Victorian Working with Children and satisfactory Police Check
- Current Victorian Driver's licence

Highly desirable requirements

- Knowledge of, and experience in, an educational environment including knowledge of the Victorian TAFE system and the national Vocational Education and Training sector.
- Experience supervising small teams in a customer service environment.

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 2023
- 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
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		