

<b>Position Title</b>	Community Liaison
<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>	Team Leader - Careers Practitioner
<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.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

### Division Overview

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The Skills & Jobs Centre is a front facing service delivery point, for students, trainees and community clients, seeking information, advice and access to a range of education and career services and student supports. Guided by the Victorian Skill Authority this service connects with the public and plays a role in elevating the reputation of vocational pathways and training.

As part of the Student Engagement & Support Division the SJC 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 Student Central, SWTAFE's central student support centre, and at other campuses.

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**

- Research, explore and identify community engagement activity opportunities
- Prepare a range of marketing materials tailored to different audiences that support community engagement projects
- Work with the Marketing Department to raise awareness and promote community activities and or program participation among stakeholders within the target audience
- Stay abreast of career development industry best practice, emerging trends (including labour market information) and innovation while upholding professional standards in line with CICA Framework <https://cica.org.au/resources/frameworks/>
- Attend community events, information sessions, committee and meeting forums as required to maintain and establish new networks, share information and provide feedback to the team
- Create accurate and up to date information in relation to the Skills and Jobs Centre workshops and services with industry and community within timelines
- Contribute to the development of relevant resources within the service, i.e. workshop content, career development resources
- Develop 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
- Working with the Team Leader to with regard local priorities that will be the focus for the SJC based on regional profiles and other community plans

#### **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)

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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, digital and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of people
- Demonstrated confidence in public speaking
- 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

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#### *Mandatory requirements*

- A Certificate IV Career Development or related qualification in education, marketing or communication, or equivalent relevant industry experience.
- If qualifications are not held, be willing to undertake a Certificate IV in Career Development.
- Variations of the above points will be considered if employees have a theoretical knowledge of required tasks
- Employee Victorian Working with Children and satisfactory Police Check
- Current Drivers Licence

#### *Highly desirable requirements*

- 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

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- 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		