

ROLE DESCRIPTION

Team Leader, Administration

	Campus: Hervey Bay Region: East Coast		Closing date: 11:59pm, Tuesday 3 November 2026
	Business Unit: Customer Experience Team: Customer Service Centre		For further information, please contact: Contact name: Melanie Holmes Role: Manager, Student Administration Email: Recruitment.EastCoast@tafeqld.edu.au Or check out our Applicant Information Guide
	Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2022 Classification Level: AO4 Salary: \$3,648.00 - \$3,998.00 gross/fortnight		
	Status: Temporary full-time for the period of 04 January 2027 to 30 June 2027		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-1053		

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high-quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As a Team Leader, Administration with TAFE Queensland, you will:

- Guide, motivate and support your customer service team in delivering outstanding customer services across multi-channel communications.
- Participate in the development of new systems and processes to meet the ever-changing demands and needs of our customers
- Provide responsive and effective student system support to regional end users, including the facilitation of training solutions, the coordination of help desk support and administration of system security access.

This position reports to the Manager, Student Administration.

Key responsibilities

- Effectively lead a team of customer service operators in their daily functions including direct customer contact, distribution of workloads and staff rostering across the Region.
- Motivate and coach your team through scheduled training, team building activities and meetings, and provide constructive feedback to your team when required.
- Add value to our customer experience by building a strong internal network with relevant stakeholders to ensure a consistent and effective approach to the distribution and access of customer information.
- Provide quality customer service by negotiating and resolving conflict and following up feedback with both customers and team.
- Evaluate and report on progress of team goals and achievements contributing to strategic objectives and participate in the development of team service level agreements.
- Interpret, apply and communicate policies and procedures relating to student administration processes.
- Undertake research and development on matters relating to business functions and continually review customer service processes and workflows, ensuring compliance to policy standards and practices.
- Maintain an understanding of commercial aspects of TAFE Queensland including financial and business performance and any impact from external factors.
- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Showing Initiative, Focussing on our Customer and Taking Responsibility.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Display initiative, attitude and ability to thrive within a dynamic, challenging and changing customer service environment.
2. Demonstrate ability in staff resource allocation, prioritisation of workloads, performance measuring and staff rostering to develop a highly effective customer service team.
3. Demonstrate ability in leading, motivating and mentoring staff in achieving high efficiencies.
4. Demonstrate skills in the application and utilisation of information technology-based applications to support business processes.
5. Well-developed communication, interpersonal and conflict resolution skills with the ability to manage a range of internal and external clients in a customer service environment.

About you

Mandatory requirements

There are no mandatory requirements for this role.

Highly desirable requirements:

- Prior Customer Service and/or Administration, or similar experience would advantageous.
- Certificate III / IV or Diploma in Business, Administration or similar or willingness to obtain qualifications is highly regarded.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. • Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional Information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The Key Responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.