

ROLE DESCRIPTION

AMEP / SEE Operations Officer

	Campus: Rockhampton Region: South West		Closing date: 4:00pm 25 September 2026
	Business Unit: Education Faculty Team: Education		For further information, please contact: Contact name: Vicky Farmer Role: Acting Faculty Director Email: Vicky.Farmer@tafeqld.edu.au Or check out our Applicant Information Guide
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: PO3 Salary: \$53,497 - \$58,276 gross per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary part-time until 30 June 2027 unless otherwise determined		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-932	 Veteran Employment Supporter	

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 the AMEP / SEE Operations Officer, you will:

- Provide leadership, direction and coordination in the assessment and case management of Adult Migrant English Program (AMEP) and the Skills for Education and Employment program (SEE) clients, ensuring a consistent and professional approach in the delivery of services and support that is responsive to the needs of the clients.

This position reports to the Team Leader, AMEP/SEE Student Services.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Focussing on our Customer, Taking Responsibility and Showing Initiative.
- Facilitate the Entry Interview, progressive, interviews and the exit interviews and establish, record in the clients Individual Pathway Guide (IPG) and monitor progress against the IPG for each student as outline in the AMEP and the SEE contracts.
- Provide advice and information to clients on program entitlements, their rights and responsibilities, tuition options and support services such as child care placement.
- Build, manage and maintain positive relationships and liaise with TAFE English Language and Literacy Services (TELLS) Senior Education Consultants, TELLs AMEP and SEE Contract Services Officers to assess client and program needs and ensure compliance with contract requirements and provide advice and input into the development and continuous improvement of support and services.
- Coordinate the activities for the region associated with - file verification and on-site monitoring by the independent Quality Assurance agency; liaise with TELLs to ensure regional activity and files are available for verification purposes and that training facilities meet the requirements of the AMEP and SEE contracts and NEAS standards including providing regional specific data / information such as quarterly reports, annual reports, client satisfaction surveys, good news stories, other - as requested.
- Develop and manage a stakeholder engagement plan:
- For Job Active providers to address their client imperatives of mutual obligation and work for the dole with the AMEP and SEE program and to manage and maintain the requisite level of client referral of clients to the SEE program.
- Stakeholder engagement plan for Humanitarian Settlement provider agencies to pathway new arrivals into the region's AMEP program.
- Actively engage with industry, business, community and Job Active providers to explore and determine innovative programs for the SEE program including Vocational Education and Training (VET) delivery options that will meet the needs of stakeholder clients.
- Promote the AMEP and SEE program regularly and systematically by undertaking promotional activities across external networks and agencies including culturally and linguistically diverse communities, employer groups and other service providers to raise the awareness of the AMEP and SEE programs in the Region.
- Support student retention by developing and managing a stakeholder engagement plan for other migrant support agencies, for example, Mercy Family Services, and QPASTT, health and counselling, and financial counselling services and employers to provide referral pathways to specialised services and support for students that will remove barriers to training and increase student retention.
- Facilitate and support the work placement of AMEP and SEE clients including workplace visits, simulated workplace environments and short work experience placements as required.
- Maintain an understanding of the commercial aspects of TAFE including financial and business performance and any impact from external factors.

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:

- Develop knowledge of adult education and training service delivery and strategies including English as a Second Language (ESL) services for a diverse range of clients.
- Possess organisational skills with the ability to meet deadlines, manage issues and establish work priorities, to monitor and evaluate outcomes against contractual requirements; and utilise applications including word processing, spreadsheets and databases.
- Demonstrate well-developed analytical, conceptual and innovative problem-solving skills to support client needs.

- Possess excellent interpersonal, liaison and communication skills as evidenced in dealing with people from diverse cultural and linguistic backgrounds, interacting with stakeholders, managing relationships and engaging with community groups.
- Demonstrate flexibility and responsiveness and have the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.

About you

Mandatory requirements:

- Possession of a tertiary qualification from a recognised tertiary institution. Preference in the following fields highly desirable for the role:
 - Three year Australian Undergraduate degree or overseas equivalent
 - TAE40122 Certificate IV in Training & Assessment or equivalent;
 - Current Queensland Driver's Licence;
 - Current Blue Card or Exemption Card (or ability to obtain prior to commencement), to comply with the [Working with Children Check Act 2000](#).

Highly desirable:

- Experience working with migrants and refugees
- Proficiency in a relevant community language
- Post graduate TESOL qualification

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.