

ROLE DESCRIPTION



Delivery Support Officer

	Campus: South Bank Campus Region: Brisbane		Closing date: 4:00 pm Friday, 30 January 2026
	Portfolio: Faculty of Applied Science and Business		For further information, please contact: Contact name: Janelle Neave Role: Delivery Support Manager Email: Janelle.Neave@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Agreement: TAFE Queensland Award – State 2016 Classification Level: AO3 Salary: \$77,354.73 - \$85,833.75 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-51		

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 Delivery Support Officer, you will:

- Contribute to the efficient delivery of an enhanced system of Vocational Education and training (VET) and Higher Education services through the provision of customer-focused, timely, accurate and effective administrative support services to all clients.

This position reports to the Delivery Support Manager, Faculty of Applied Science and Business.

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.
- Contribute to providing continuous excellence in the delivery of Customer Service by participating in activities including but not limited to application processing, telephone enquiries, webchat processing and enrolments processing.
- Establish and maintain industry partnerships and models for student engagement to advance the standing and reputation of the organisation.
- Provide professional administrative and delivery support to the team utilising various software packages (including word processing, spreadsheeting, data input and email), systems and databases.
- Provide professional, efficient and timely customer service and advice to internal and external clients, use effective questioning, negotiation and conflict management to ensure customer satisfaction and respond in a timely and appropriate manner to verbal and written enquiries.
- Proactively manage your own workflow, take ownership for the accurate completion of your work, perform duties in line with guidelines, procedures and compliance requirements and continually seek improvement in the way in which work is performed.
- Provide advice on process, procedures and workflows, mentor junior administration staff on internal processes and review existing processes looking for efficiency and continuous improvement.
- Undertake contract management activities where required, ensure information is accurate and activities comply with contractual requirements.
- Preparation of reports, planning documentation and other written correspondence.
- Actively participate in appropriate networks, marketing activities and outbound campaigns where required to promote TAFE Queensland Brisbane.
- Maintain knowledge of relevant legislation, policy, procedures, compliance requirements and workflows for the business area and undertake research and development on matters relating to business functions.
- Undertake other work as directed.

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:

- Demonstrated effective time management skills, including the ability to organise and prioritise work while displaying attributes of initiative, responsibility and decisiveness to achieve individual KPI's and business goals.
- Displays the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.
- Exercise proficiency in the utilisation of desktop applications, the internet and core business systems relevant to administration functions, including data entry and ability to use multiple systems, consistently maintaining a high level of accuracy and meeting quality standards.
- Well-developed interpersonal, written and oral communication skills to deal effectively with a range of stakeholders in a customer service environment.
- Commitment to the values of the organisation through modelling of behaviours and the provision of outstanding customer service.

About you

Mandatory requirements:

- There are no mandatory requirements for this role.

Highly desirable:

- There are no highly desirable requirements for this role.

How to apply

To apply for this role, please provide the following:

	<ul style="list-style-type: none">• 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.
	<p>For more information,</p> <ul style="list-style-type: none">• check out our Applicant Information Guide• or visit TAFE Queensland's website.

Additional Information

- You may be required to travel and work across the region.
- 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 and vaping policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You will be required to complete a period of probation of six (6).
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.