

# Job Description Form

## The Position

<b>Position Title:</b>	Programs Supervisor
<b>Department:</b>	Communications and Operations
<b>Position Number:</b>	CTF00069
<b>Classification:</b>	Level 4
<b>Location:</b>	Belmont
<b>Effective Date:</b>	2 April 2026
<b>Award/Agreement:</b>	Public Sector CSA Agreement 2024; Government Officers Salaries, Allowances and Conditions Award 1989
<b>Qualifications:</b>	Nil
<b>Other:</b>	The occupant of this position will require a successful criminal record screening clearance (National Police Certificate).

## Reporting Relationships

This position reports to the Level 6, Programs Manager (CTF00042).

## Positions under Direct Supervision

This role actively supervises a small team but has no direct reports.

## About the Construction Training Fund

The Construction Training Fund (CTF) is a statutory authority assisting Western Australia's building and construction industry to meet its demands for skilled workers.

The CTF administers a training levy on building and construction work in Western Australia, under the *Building and Construction Industry Training Fund and Levy Collection Act 1990 (the Act)*. The revenue generated from the levy is allocated to programs and services that aim to improve the quality of training and increase the number of skilled persons in the building and construction industry. Programs include a range of grants and subsidies for the industry's employers and workers that reduce the cost associated with skills training required by a modern and progressive building and construction industry.

The CTF and its Board supports the functions of the Construction Training Council, which works closely with industry stakeholders and provides advice to the Government and the State Training Board to ensure that training meets the needs of one of Western Australia's biggest and most diverse industries.





## The role

This role is responsible for supervising the day-to-day administration and quality delivery of the CTF grant programs. The position performs tasks that include team supervision, processing program applications, handling data entry, preparing reports, and responding to customer questions. It also involves working with external stakeholders to help them access programs, including onboarding and training.

The role ensures the delivery of all programs run smoothly and efficiently, and that stakeholders receive timely and accurate support.

## Duties of the role

### Program Supervision

- Supervises the quality and consistency of program processes and assists with identifying opportunities and ongoing improvement of processes, practices and protocols.
- Undertakes compliance related duties to support policy outcomes.
- Undertakes the collection and registration of relevant documents in adherence with document control procedures and regulations.
- Coordinates and onboards external stakeholders with CTF grant agreements.
- Assists in the testing of new or enhanced processes and procedures.

### Program Quality

- Provides high level, accurate advice and education to internal and external stakeholders on matters relating to CTF grant programs.
- Provides technical support to the Programs Manager.
- Assists with data analysis; identifies and assesses trends and risks; and makes evidence-based recommendations to support innovation and improvement outcomes.
- Monitors data entry, including data import and validation from other systems.
- Identifies compliance issues and trends and makes recommendations for improvement.
- Reviews compliance and contributes to quality assurance for policy and/or legislative requirements and ensures appropriate standards are achieved.
- Liaises with relevant stakeholders and responds to enquiries received from customers, handles and directs telephone, email, written and visitor inquiries and prepares and dispatches written communications.

### Team Supervision

- Assist the Programs Manager to monitor workloads and coordinate the allocation of human and physical resources using planning, forecasting and scheduling processes to ensure targets are met.
- Provide leadership, direction, coaching and mentoring to team members and assist with the coordination of day-to-day activities.
- Monitors and analyses data in relation to team efficiency and performance.
- Assists with administration of program area compliance and supports team members in the consistent application of program eligibility in accordance with agency policies.
- Provides training and support.

### Other duties


- Performs other duties as required.

## Requirements of the position

1.	<b>Role Specific requirements</b>	Strong administration, data entry, data analysis and data reporting skills.  Strong technical skills including experience using MS Office Suite, databases and CMS systems.
2.	<b>Shapes and manages strategy</b>	Demonstrated problem solving skills, ability to identify trends/risks and development of workable solutions. continuous improvement.
3.	<b>Achieves results</b>	Demonstrated experience supervising programs of work and teams, ensuring process compliance and work quality.
4.	<b>Builds productive relationships</b>	Demonstrated customer service skills and experience in building productive relationships with internal and external stakeholders.
5.	<b>Exemplifies personal integrity and self-awareness</b>	Ability to inspire a team to ensure a team focused and collaborative approach.
6.	<b>Communicates and influences effectively</b>	Demonstrated ability to communicate effectively with people at all levels.

## Approval

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the role.



Chief Executive Officer



Approval Date