



MANAGER LESSONS MANAGEMENT

Position Number: 006478 Level: 7

ANZSCO: 224411

JOB DESCRIPTION FORM

THE ROLE

The position is responsible for managing the DFES Lessons Management Business Unit and leading the development, implementation, and continuous improvement of the DFES Lessons Management Framework. This includes providing oversight, support, guidance, and advice to stakeholders throughout the lesson management process.

The Manager Lessons Management is required to perform their duties in accordance with the Public Sector Commission Leadership Capability Profile: Level 7.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

Strategy & Emergency Management
Learning and Development
Knowledge and Training Support

THIS ROLE REPORTS TO

Superintendent Knowledge and Training Support (006378) Level/Class: Superintendent

POSITIONS THAT REPORT TO THIS ROLE

Nil

POSITION INFORMATION

LOCATION:

Forrestfield

SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

Manage the Lessons Management Business Unit

- Provide leadership and management of the Lessons Management Business Unit; including recruiting, supervising, and mentoring temporary staff; providing oversight of formal working groups; and managing contracts relating to external service providers.
- Manage finances relating to the Lessons Management Business Unit.
- Develop and report against annual Business Unit work plans.
- Review DFES Lessons Management Business Unit outcomes; focusing on identifying opportunities for continuous improvement to enhance DFES Lessons Management.
- Seek to enhance the DFES Lessons Management maturity level in accordance with industry best practice.
- Build and maintain professional relationships within DFES, and across State and National and International emergency management partner agencies.
- Manage the DFES Lessons Management online portal/services.
- Operate as an effective representative for DFES Lessons Management at industry forums.
- Actively contribute to the Knowledge and Training Support Branch and Learning and Development Portfolio outcomes.

Implement the DFES Lessons Management framework

- Implement the DFES Lessons Management framework in accordance with DFES policies and procedures, including the Lessons Management and Operational Knowledge Management policies.
- Facilitate After Action Reviews (AAR) relating to DFES operational activities.
- Apply best practice project management principles to ensure milestones and project outcomes are achieved.
- Conduct interviews, interrogate databases, and engage with key stakeholders to collect, collate, and analyse evidence and observations relating to AAR's to produce accurate and comprehensive AAR reports.
- Establish and maintain Lessons Management databases to inform thematic AAR's relating to hazard type and/or capability elements.
- Establish/facilitate/participate in and support committees, working parties and project teams involved with AAR's.
- Provide briefings and presentations to key stakeholders across the emergency management sector.
- Generate and foster effective working relationships with DFES staff, senior management and other emergency management agencies and key stakeholders.

Other

- Play a key leadership role in promoting, creating and maintaining a healthy and safe work environment, including psychological wellbeing.
- Applying DFES health and safety policy and procedures and the risk management framework; including consultation and participation with personnel to resolve safety issues.
- Undertakes other duties as assigned.

EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Leading Others**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
Lead collectively	Seek and build key relationships, work together and focus on the greater good.
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Excellent leadership and management skills to manage a diverse team and deliver on strategic outcomes.
2. Excellent facilitation, communication, and interpersonal skills to build effective relationships and stakeholder networks and generate quality outcomes from collaborative workshops.
3. Proven experience in successfully leading and managing complex projects through all stages of the project management cycle and implementing effective change management activities to achieve outcomes.
4. Demonstrated ability to work autonomously, and proven ability to deliver outcomes in a demanding environment under tight timeframes to strict timelines.
5. Demonstrated high level analytical, conceptual, and problem-solving skills that supports business improvement.
6. Excellent report writing skills with experience reporting at senior levels.

DESIRABLE CRITERIA

1. Experience in the development and implementation of a 'Lessons Management' framework.
2. Knowledge of Western Australian State emergency management arrangements and legislation.
3. Knowledge of capability elements relating to operational service delivery.
4. Experience working in an emergency service organisation or similar.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	06 June 2018	06 June 2018	Human Resources Officer
Vs 2.0	Content Update	19 April 2021	19 April 2021	Conrad Dalais
Vs 3.0	Content Update	23 May 2022	23 May 2022	Fiachra Felle
Vs 4.0	Addition of Leadership Expectations	17 Sept 2025	17 Sept 2025	Emma Tonkin