



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Training and Compliance Coordinator

Level

4

Position Number

37671
(Nominated)

Division/Directorate

People and Organisational Development

Branch/Section

Learning and Development

Effective Date

May 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Vocational Training Manager, Level 7

Subordinates: Learning and Development Officer (various L2 and L3)

Key role of this position

Provides support for learning and development activities by undertaking effective coordination of learning and development functions, programs and projects; driving business improvements and reporting in relation to learning and development systems, processes and quality compliance.

This position is responsible for the operational and compliance coordination of safeworking and other operational training for employees and contractors of the PTA.

Core duties and responsibilities

Leadership and Coordination

- Manages a team of learning and development officers to provide administrative and operational support for the operational training function at PTA training centres.
- Provides mentoring and coaching to members of the team to support them in undertaking their activities.
- Supports the Vocational Training Manager in the provision of enterprise operational and safeworking training
- Coordinates the quality and compliance administrative functions for the provision of operational and safeworking training
- Provides a high standard of customer service to Public Transport Authority (PTA) staff and external contractors.
- Works closely with and maintains productive relationships with the team, customers and stakeholders.

Learning and Development Support

- Provides effective coordination of learning and development functions, programs and projects, including procurement and purchasing processes, course scheduling, pre and post course logistics, learning resources and approval processes.
- Maintains the validity of all documents and record keeping in accordance with Quality and Compliance standards and PTA policies and procedures.
- Provides support for the Rail Industry Worker function.

- Provides advice to internal and external stakeholders on learning and development matters.
- Liaises with external training providers and contractors to ensure positive training outcomes.
- Contributes to the development and review of learning and development policies, procedures and processes and ensure quality outcomes.

Reporting and Quality Assurance

- Identifies opportunities for systems and process improvements and works closely with key stakeholders, customers, and the team to drive and implement business improvements.
- Investigates and prepares reports in relation to a range of learning and development matters.
- Undertakes quality assurance checks of team processes in line with established processes and systems.
- Prepare reports and data analysis on operational activities and quality compliance
- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Considerable experience in database, records management and development of reports in a learning and development environment.
- Demonstrated ability to identify, drive and implement systems and process improvements.
- Considerable experience providing customer service in a learning and development environment
- Well-developed leadership and people management skills.

2. Leadership and Management

- Well developed leadership skills, including the ability to engage people and motivate them to achieve team outcomes
- Well developed personnel management skills.

3. Communication and Interpersonal:

- Well developed interpersonal and communication skills (written and verbal), including the ability to consult and liaise with stakeholders
- Ability to build and maintain positive relationships with staff, clients, and stakeholders.
- Ability to prepare a range of written documentation including reports, policies and procedures, processes and workflows.

4. Conceptual, Analytical and Problem Solving

- Well-developed research, analytical, evaluation and problem-solving skills.

5. Organisation

- Well-developed organisational and planning skills, including a demonstrated ability to work independently and use initiative.
- Ability to prioritise and effectively manage competing interests.

6. Computer Literacy

- Highly developed skills in the use of technology, including databases, spreadsheets, learning management systems and MS Office Suite

7. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.

Certification

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

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date