



## Job Description Form

### Our Purpose

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

**Position Title**

Workforce Development Consultant

**Level**

5

**Position Number**

34302, 35815

**Division/Directorate**

People and Organisational Development

**Branch/Section**

Learning & Organisational Development

**Effective Date**

July 2020

**Health Task Risk Assessment Category**

5

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### Reporting relationships

Superordinate: Principal Consultant Strategic Programs and Projects, Level 6

Subordinates: No Direct Reports

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### Key role of this position

Facilitates the achievement of the Public Transport Authority's objectives by:

- Developing, implementing, evaluating and/or coordinating a range of strategic HR initiatives, programs and projects;
- Coordinating the ongoing delivery and administration of allocated organisational and/or workforce development programs; and
- Working collaboratively with others to provide advice, support and solutions across a broad range of organisational and workforce development matters.

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### Core duties and responsibilities

#### Workforce Development

- Develops, implements, coordinates and reviews a range of workforce and organisational development initiatives, programs and projects in order to:
  - Inform HR strategy and workforce planning
  - Address and/or resolve emerging workforce issues
  - Identify opportunities for improvement
  - Build organisational capability and facilitate the achievement of the PTA's current and future business objectives.
- Undertakes research and analysis and makes recommendations relating to workforce and organisational strategies, systems and initiatives.
- Provides advice, support and consultancy services to Executives, Managers and employees within the PTA across a broad range of human resource matters (including those of a complex and/or strategic nature).

## Development Program Coordination

- Coordinates and administers allocated organisational and/or workforce development programs. This includes (but is not limited to):
  - Coordinating the recruitment and/or selection campaign and development plan for allocated workforce development programs;
  - Conducting induction, training and information sessions for specific development programs;
  - Coordinating administration of allocated programs;
  - Liaison with professional bodies and tertiary institutions, including Universities, TAFE Colleges and schools, where appropriate;
  - Liaison with program participants to ensure programs are delivering to their needs while meeting the organisational business requirements;
  - Analysing, evaluating and reporting on the effectiveness of development programs;
  - Liaises with relevant stakeholders to forecast program intake requirements to meet PTA's workforce needs;
  - Ensuring policies and procedures are developed and reviewed to an appropriate level.
- Promotes the Public Transport Authority (PTA) as an "employer of choice" at Expos and Careers Fairs.
- Provides advice and support to external and internal stakeholders in relation to the current and future delivery of specific development programs
- Conducts research and analysis of identified issues and identifies options to meet organisational needs and resolve problems.
- Maintains a comprehensive knowledge of relevant learning and development issues, trends and methodologies especially in the Youth portfolio.
- Maintains networks to assist with the implementation of effective strategies.

## Other

- Works collaboratively and respectfully with team members, customers and stakeholders to deliver desired outcomes for the PTA.
- Identifies and implements opportunities for continuous improvement and development within the role.
- Provides mentoring and support to other POD staff as required.
- Maintains professional development to keep abreast of contemporary human resource management issues.
- Represents the PTA at relevant internal and external forums as required.
- Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and are utilised accurately and reliably.
- Contributes to ensuring that the PTA's obligations under its Registered Training Organisation status are met.
- Undertakes other duties as required.

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## SELECTION CRITERIA

### 1. Core Competencies

- Considerable experience in human resource, workforce development and/or organisational development;
- Relevant experience in the development, implementation, delivery and evaluation of effective workforce and organisational development strategies, programs and practices within a complex and demanding environment;
- Demonstrated ability to apply contemporary human resource management principles, legislation, policies and best practice workforce and organisational development principles to workforce issues

### 2. Communication and Interpersonal

- Highly developed interpersonal and communication (written and verbal skills), including a demonstrated ability to effectively:
  - Build and maintain relationships with diverse stakeholders in a variety of contexts.
  - Work collaboratively with others to achieve outcomes, particularly within a team environment.
  - Engage with, influence and mentor others.
  - Negotiate and deal with conflict.
  - Prepare a range of written documentation (including reports, business cases, briefing notes and project documentation).

### 3. Conceptual/Analytical/Problem Solving

- Well-developed research, conceptual, analytical and problem-solving skills, including a demonstrated ability to research, identify, analyse and review issues and information, evaluate findings and develop appropriate solutions to issues (including complex human resource issues).

### 4. Organisational

- Well-developed planning, organisational and project management skills, including a demonstrated ability to:
  - Manage competing demands and deadlines and deliver intended results.
  - Apply sound judgement, use initiative and work with minimal supervision.
  - Coordinate, monitor and progress projects to achieve goals and objectives.

### 5. Personal Attributes

- Demonstrates professionalism at all times and committed to providing a high level of customer service.

### 6. Computer Literacy

- Highly developed computer skills including MS Word, PowerPoint and Excel.

### 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.

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### 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.

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**Signature**

.....  
**Date**