



Job Description Form

Our Purpose

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

Position Title

Competency Manager

Level

6

Position Number

36298

Division/Directorate

People and Organisational Development

Branch/Section

Learning and Organisational Development

Effective Date

November 2021

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Learning and Organisational Development, Level 8

Subordinates: Learning and Development Consultant, Level 5 (x5)
Project Officer, Level 3

Key role of this position

Leads, manages and implements Competency Frameworks and their associated policies and procedures across the Public Transport Authority (PTA) for key and nominated rail and occupational groups. Responsible for maintaining a comprehensive and consistent approach to the management and reporting of the frameworks, processes and procedures. The occupant of the role is also responsible for the change management of any frameworks, assessments and reporting as well as being responsible for the day-to-day management of several staff including mentoring and support to the team; and provides expert advice to the Executive Director of POD.

Core duties and responsibilities

Competency Program Development

- Drives and leads the implementation of new competency frameworks and assessments for the PTA.
- Leads the development and/or the modification of competency frameworks and associated policies, procedures, training and documentation.
- Conducts evaluation/research regarding currency, relevancy and accuracy of competency frameworks and makes recommendations for change.
- Is the key conduit / contact between operational divisions and POD areas on competency development and management e.g. Systems and Reporting, RTO, Operational Training, HR Services.

Competency Frameworks Implementation and Management

- Ensures the ongoing coordination, maintenance and administration of the PTA's competency programs (including competency frameworks, assessment materials, reference materials, version control, continuous improvement, corrective actions and other related documentation).
- Implements an internal audit schedule to ensure governance is maintained and materials validated.
- Provides leadership in the development and review of competency development and management policies, procedures and process.

- Ensures appropriate controls are in place to assure the compliance and integrity of competency data records, systems and processes.
- Ensures all competency documentation and records are maintained to required standards.
- Tracks and records completed competency assessments and reports on progress of nominated staff / occupations as required.
- Conducts program induction for new managers and competency assessors, as required.
- Evaluates and reports on overall PTA wide program objectives/results.
- Manages the competency of Field Assessors including coordinating and tracking completion of mandatory requirements, training and assessment.
- Provides induction and ongoing support to Field Assessors.
- Schedules and facilitates competency assessment validation with Field Assessors and Stakeholders.
- Ensures that all frameworks are implemented within the relevant legislative and safety requirements and guidelines e.g. Office of National Rail Safety Regulator, Rail Safety National Law.

Technical Knowledge

- Provides expert advice and support to stakeholders, at all levels, in relation to competency management, frameworks, standards and assessment matters.
- Leads change management efforts across competency frameworks and associated processes.
- 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 with contemporary competency, standards and learning and assessment issues.
- Represents the PTA at relevant internal and external forums as required including local, state and national bodies.
- Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and are utilised accurately and reliably.

Stakeholder Management

- Is a critical conduit and contact point between divisional branch managers, the competency project team and the POD Division.
- Is a liaison between the Executive Director POD and PTA stakeholders for feedback on national competency frameworks/matrices, national qualifications and issues.
- Works collaboratively and respectfully with team members, customers and stakeholders to deliver desired outcomes for the PTA.
- Chairs technical working groups any other groups / committees as necessary.

Other

- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Relevant competency and learning and organisational development expertise, including:
 - A good knowledge and understanding of competency management, frameworks, standards and competency assessments, preferably in a rail and/or highly technical environment;
 - Considerable and relevant experience in the development, coordination and evaluation of competency management; frameworks, standards, competency assessments, training and assessments and reporting;
 - Demonstrated ability to develop, interpret, apply and advise on relevant policies and procedures; and
 - A demonstrated ability to identify and contribute to improvements.

2. Leadership and Management

- Strong leadership skills including a demonstrated ability to:
 - Empower, motivate, manage and develop staff;
 - Steer and implement change effectively; and
 - Effectively secure and manage resources for the effective development and implementation of the PTA frameworks i.e. via recruitment and procurement.

3. Communication and Interpersonal

- Well-developed interpersonal and communication (written and verbal skills), including a demonstrated ability to effectively:
 - Communicate, influence others and develop relationships with key stakeholders, across a range of audiences, to achieve positive outcomes;
 - Work collaboratively with others to achieve outcomes, particularly within a team environment; and
 - Prepare a range of written documentation and reports e.g. competency documents, supporting policy and procedures.

4. Conceptual/Analytical/Problem Solving

- Well-developed research, analytical and problem-solving skills, including a demonstrated ability to:
 - Analyse and interpret complex data and information; and
 - Apply innovative thinking to problem-solving and continuous improvement within the workplace.

5. Organisational

- Well-developed planning and organisational skills, including a demonstrated ability to:
 - Organise and complete work in a timely manner with accuracy and accountability;
 - Manage competing demands and deadlines; and
 - Apply sound judgement, use initiative and work with minimal supervision.

6. Personal Attributes

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

7. Computer Literacy

- Highly developed computer skills including MS Word, PowerPoint and Excel and online competency assessment programs.

8. 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