



Job Description Form

Our Purpose

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

Position Title

Workforce Development Consultant

Level

5

Position Number

34302, 35815, 36626
(Nominated)

Division/Directorate

People and Organisational Development

Branch/Section

Learning & Organisational Development

Effective Date

June 2025

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Principal Workforce Development Consultant Level 6

Subordinates: No Direct Reports

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.
- Working collaboratively with others to provide advice, support and solutions across a broad range of organisational and workforce development matters.

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.

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.

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

.....
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