# Role Description
# Competence Capability Lead

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| **Cluster** | Transport |
| **Agency** | NSW TrainLink |
| **Division/Branch/Unit** | Competence Standards & Assurance / Network Services |
| **Location** | Sydney, CBD |
| **Classification/Grade/Band** | RC6 |
| **Kind of Employment** | TBA |
| **Role Number** | TBA |
| **ANZSCO Code** | 2228282 |
| **PCAT Code** | 223311 |
| **Health Category** | Category 4 |
| **Vision** | N/A - Cat 4 Only |
| **Hearing** | N/A - Cat 4 Only |
| **Date of Approval** | TBC |
| **Agency Website** | https://www.transport.nsw.gov.au/nswtrains |

## Agency overview

NSW TrainLink (NSWTL) is a multi-modal passenger transport service provider, providing rail and coach services across NSW and connecting NSW to Victoria, Queensland and the Australian Capital Territory. As an agency of the Transport Cluster, NSW TrainLink provides rail and coach services to deliver integrated and flexible transport solutions and improved transport outcomes for the community and to stimulate the economy of regional NSW. Our aim is to help make regional NSW a great place to live, work and visit.

Each year NSW TrainLink customers take over 42 million journeys across our train and coach networks, travelling on 713 regional train and coach services, and 3050 intercity services a week to approximately 200 stations.

## Primary purpose of the role

The Competence Capability Lead manages the delivery and continuous improvement of competence management and assurance programs within NSWTL. The role provides high level specialist advice to ensure consistent delivery of solutions and assurance to ensure that all staff have the competencies required to undertake their work in a skilled, safe and effective manner, as required both by the organisation and legislation pertaining to the Rail Industry.

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## Key accountabilities

- Analyse current and future job needs and identify skills gaps in consultation with key stakeholders and design/source appropriate training solutions.

- Manage and maintain competence assurance systems and programs including materials in accordance with organisational procedures and legislation requirements

- Lead programs and projects in relation to the development and delivery of competence assurance strategies ensuring employees maintain and improve the technical and non-technical skills required to undertake role activities in a skilled, safe and effective environment

- Proactively manage and contribute to competence management strategy and business planning by providing best practice advice and outlining continuous improvement opportunities, ensuring consistent delivery of competence projects across all agencies;

- Identify and track changes in competence development and technical currency to ensure these are clearly communicated in compliance with WHS policy and practices, and to maintain visibility and understanding of the organisation's commitment to regulatory requirements.

- Provide professional reports to stakeholders on such issues as organisational capability profiles, capability gaps, benchmark findings, development trends, budgets, return on investment and the ability of the training team to meet development needs.

- Oversight the records management systems to ensure the integrity of data collection for the purposes of reporting outcomes.

- Develop or identify methods to gather statistics and information, both quantitative and qualitative to analyse the performance standards achieved.

## Key challenges

- Being aware of and complying with occupational health and safety policy and practices and contributing to the identification and control of occupational health and safety risks and/or hazards in the workplace.

- Ensuring that strategies and systems are implemented and take full account of the nature of end users within timeframes given the range of activities involved.

- Maintaining awareness and keeping up to date with contemporary human factors and competence management, development and assurance thinking and best practice.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Direct Manager | • Provide expert technical advice and contribute to decision making, identify emerging issues and the implications surrounding competence for NSW TrainLink employees<br>• Escalate issues, keep informed, advise and receive instructions<br>• Provide regular updates on key projects, issues and priorities |
| Team | • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes |
| Frontline employees | • Ensure the best outcome for NSW TrainLink employees to operate efficiently |

| External | | |
|---|---|---|
| TfNSW and other transport operating agencies | • | Build collaborative working relationships. |
| | • | Participate in discussions and decisions regarding assurance implementation of innovation and best practice |
| ONRSR, PSC and other government organisations | • | Keep abreast of changes and ensure compliance and assurance of competency |
| | • | Ensure compliance and communication integration |
| Contracted suppliers, providers and project managers | • | Build collaborative working relationships |

## Role dimensions

### Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes strategic priorities aligned to the People and Corporate Plan.

The position holder is responsible for leading and coordinating major programs assigned and for ensuring all projects are sufficiently scoped, resourced and managed.

The position holder is expected to deliver competence assurance and assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of specialised advice provided.

### Reporting line

This position reports directly to the Principal Manager, Compliance, Standards and Assurance

### Direct reports

The role has no direct reports.

## Essential requirements

- Extensive experience in the design, development and implementation of competence assurance or similar programs including demonstrated application of human factors and risk management practices within the learning environment.
- Currently hold or ability to obtain Cert IV qualifications.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Capability Group** | **Capability Name** | **Level** |
| Personal Attributes | Display Resilience and Courage | Intermediate |
| | **Act with Integrity** | **Adept** |
| | Manage Self | Adept |
| | Value Diversity | Adept |
| Relationships | **Communicate Effectively** | **Advanced** |
| | Commit to Customer Service | Adept |
| | **Work Collaboratively** | **Advanced** |
| | **Influence and Negotiate** | **Adept** |
| Results | **Deliver Results** | **Adept** |
| | **Plan and Prioritise** | **Adept** |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Adept |
| Business Enablers | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | **Project Management** | **Adept** |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**<br>Act with Integrity | Adept | • Represent the organisation in an honest, ethical and professional way and encourage others to do so<br>• Demonstrate professionalism to support a culture of integrity within the team/unit<br>• Set an example for others to follow and identify and explain ethical issues<br>• Ensure that others understand the legislation and policy framework within which they operate<br>• Act to prevent and report misconduct, illegal and |

| **Relationships** Communicate Effectively | Advanced | <ul><li>Present with credibility, engage varied audiences and test levels of understanding</li><li>Translate technical and complex information concisely for diverse audiences</li><li>Create opportunities for others to contribute to discussion and debate</li><li>Actively listen and encourage others to contribute inputs</li><li>Adjust style and approach to optimise outcomes</li><li>Write fluently and persuasively in a range of styles and formats</li></ul> |
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| **Relationships** Work Collaboratively | Advanced | <ul><li>Build a culture of respect and understanding across the organisation</li><li>Recognise outcomes which resulted from effective collaboration between teams</li><li>Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government</li><li>Facilitate opportunities to engage and collaborate with external stakeholers</li></ul> |
| **Relationships** Influence and Negotiate | Adept | <ul><li>Negotiate from an informed and credible position</li><li>Lead and facilitate productive discussions with staff and stakeholders</li><li>Encourage others to talk, share and debate ideas to achieve a consensus</li><li>Recognise and explain the need for compromise</li><li>Influence others with a fair and considered approach and sound arguments</li><li>Show sensitivity and understanding in resolving conflicts and differences</li><li>Manage challenging relations with internal and external stakeholders</li></ul> |
| **Results** Deliver Results | Adept | <ul><li>Take responsibility for delivering on intended outcomes</li><li>Make sure team/unit staff understand expected goals and acknowledge success</li><li>Identify resource needs and ensure goals are achieved within budget and deadlines</li><li>Identify changed priorities and ensure allocation of resources meets new business needs</li><li>Ensure financial implications of changed priorities are explicit and budgeted for</li><li>Use own expertise and seek others' expertise to achieve work outcomes</li></ul> |

| **Results** | Adept | • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work |
| Plan and Prioritise | | • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans |
| | | • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses |
| | | • Ensure current work plans and activities support and are consistent with organisational change initiatives |
| | | • Evaluate achievements and adjust future plans accordingly |
| **Business Enablers** | Adept | • Prepare clear project proposals and define scope and goals in measurable terms |
| Project Management | | • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements |
| | | • Prepare accurate estimates of costs and resources required for more complex projects |
| | | • Communicate the project strategy and its expected benefits to others |
| | | • Monitor the completion of project milestones against goals and initiate amendments where necessary |
| | | • Evaluate progress and identify improvements to inform future projects |

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