

Position description

Position	Learning and Development Specialist
Group	People & Culture
Reports to	Manager Capability and Talent
Location	1010 La Trobe Street Docklands Victoria
Date	November 2018

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by Corporate Affairs and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting relationships:

The Learning and Development Specialist reports to the Manager, Capability and Talent.

Budget:

This position is not directly responsible for a budget.

The role is required to contribute to and inform the training budget.

Other:

VicTrack is an accredited Rail Transport Operator with a commitment to ensuring specific rail, technical and safety competencies are assessed and maintained for identified VicTrack personnel. Rail Industry Worker (RIW) is a nationally recognised industry management system for rail safety worker competencies.

Purpose of the position

The role is responsible for applying specialist expertise to execute learning and development activities and programs that build leadership and workforce capability as defined by VicTrack's strategic workforce plan.

The Learning and Development specialist designs and delivers professional, innovative, creative and blended learning, training and development solutions that target strategic and operational workforce capability objectives. The role champions a continuous learning, value-based and high performance culture.

Key accountabilities/functions

- Designs learning programs based on needs analysis
- Develops learning solutions that address competencies and drive organisational capability
- Delivers learning programs and content using current learning principles and facilitation methods to drive engagement and achieve outcomes
- Takes an active role implementing VicTrack's Competency Framework and Career Framework

- Champions a positive learning culture through influence and communication
- Collaborates with business partners to drive uptake of the learning systems, programs and tools
- Facilitates training and development programs (including train the trainer)
- Creates learning and development information, content, tools and processes
- Applies a design thinking and agile approach to program design, delivery and employee experience
- Creates and maintains innovative, engaging and creative learning content for employee and manager onboarding, induction and ongoing development
- Plans and coordinates training delivery and activities through external vendors as required
- Curates and manages learning pathways, elearning content and training calendars
- Contributes expertise to the design, implementation and management of programs to drive strong workforce capability and performance including graduates, interns, mentoring, diversity and inclusion
- Assesses qualifications and competencies and coordinates competency management
- Provides constructive feedback, expert advice and makes learning recommendations; based on organisational uptake, progress and current capability
- Provides advice and ensures change and communication impacts are managed in relation to learning, learning technology and talent strategies
- Ensures learning and development project scopes are clear and aligned to objectives and outcome
- Maintains strong relationships with Tertiary institutions, State Training Authorities, Apprenticeship Centres and RTOs to respond to workforce capability needs
- Contributes to the establishment and review of learning and organisational development panels and preferred suppliers
- Measures success and impact of learning programs to demonstrate return on investment and influence buy-in
- Draws on learning insights and contemporary industry practice to drive best practice learning solutions and to identify future workforce training needs
- Provides a high level of guidance and support to People & Culture team members
- Applies a continuous improvement lens to reporting, evaluation and assessment, risk identification and opportunities for improvement
- Oversees Rail Industry Worker (RIW) competency requirements ensuring compliance
- Other People and Culture projects and activities as required

Customer focus

At VicTrack we require staff to practice customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with *Occupational Health & Safety Act* in regard to self, tenants and customers.

Safely Accessing the Rail Corridor

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Group Manager Safety.

Individual attributes

- Supportive, open, inclusive and flexible
- Resilient, resourceful, professional
- Values driven; makes decisions with integrity, takes initiative and models 'one team' values
- Accountable for self and others
- Creative, curious, considered and innovative
- Driven, self-motivated and progressive

Technical experience

Qualifications and experience:

- Bachelor degree in the area of Human Resources, Education and learning, Business Systems or similar is desirable
- Experience designing and delivering learning solutions for complex organisations
- Certificate IV in Training and Assessment mandatory
- Experience delivering Facilitation and Train the trainer
- Understanding of the Australian Qualifications Framework and competency frameworks
- Experience with learning management systems, adult learning theory and instructional design principles
- Experience with leadership development, graduate and mentoring programs
- Experience in a complex, high compliance and safety focused industry will be highly regarded.

Skills & abilities:

- Ability to develop effective working relationships across all levels within the business
- Highly developed problem solving and conceptual skills
- Strong ability to influence stakeholders to support the delivery of outcomes
- Strong written and verbal communication skills

- Can influence and persuade for outcomes and results in area of expertise
- Highly organised and able to prioritise and manage conflicting deadlines and the expectations of others
- Ability to train, coach and mentor
- Strong Microsoft Office skills and learning system proficiency

Interpersonal and other features

Internal relationships:

- VicTrack employees, line managers and leadership
- VicTrack Safety teams

External relationships:

- Tertiary institutions
- Training organisations
- Learning and organisational development providers
- Learning and development networks
- Transport for Victoria HR and OD teams:
 - PTV
 - V/Line
 - VicRoads
 - LXRA training for the future