

## Position description

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<b>Position</b>	Training Coordinator
<b>Group</b>	People & Culture
<b>Reports to</b>	Manager Capability and Talent
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	November 2018

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## 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 Training Coordinator reports to the Manager, Capability and Talent.

### **Budget:**

Nil

### **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 training and compliance knowledge to coordinate the delivery of end to end training activities and programs that support VicTrack maintaining a safe, continuous learning, value-based and high performance culture.

The role coordinates training delivery that ensures safety, compliance, competency and learning and development outcomes and objectives are met.

## **Key accountabilities/functions**

- Contributes to the selection of learning programs and providers
- Contributes to the delivery of strategic workforce plan learning and development priorities under guidance
- Coordinates training requirements for the organisation to ensure compliance is maintained
- Facilitates basic training as required and supports internal training requirements across People & Culture and the business
- Administers and maintains training records across various systems to a high quality standard

- Applies knowledge of safety, compliance and technical competencies to ensure effective management, review, assessment and coordination of employee competencies
- Applies sound understanding of learning and development, safety and relevant business policies and procedures to ensure training processes meet governance and risk requirements
- Collaborates with business partners to ensure compliance is proactively managed
- Coordinates requirements for professional certification and registration to meet legislative and business requirements; including registration of engineers
- Applies a continuous improvement focus, innovative and collaborative mindset across learning and development activities to support changes
- Coordinates training delivery and activities through external vendors as required
- Contributes to updates and administration of learning pathways, elearning content and training calendars
- Supports assessment of qualifications and competencies
- Maintains strong relationships with Tertiary institutions, State Training Authorities, Apprenticeship Centres and RTOs to support coordination of training
- Recommends and contributes to implementation of business and system improvements
- Recommends improvements and new ways of delivering and coordinating training based on business feedback, industry and system changes
- Provides a high level of customer service and delivers quality training coordination and record keeping
- Contributes to 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 and professional
- Values and service driven; acts with integrity, takes initiative and models 'one team' values
- Accountable for self and others

### Technical experience

#### Qualifications and experience:

- Experience coordinating training and competency management within highly regulated and or safety compliance related industries will be highly regarded; safety, construction, asset management engineering, information technology
- Certificate IV in Training and Assessment is highly desirable
- Experience in Facilitation and Train the trainer is highly desirable
- Experience with safety standards, Australian Qualifications Framework and legislative requirements
- Experience coordinating training to support competency frameworks
- Experience with learning management systems, training
- Experience in a complex, high compliance and safety focused industry will be highly regarded.
- Experience managing learning and competency management systems

#### Skills & abilities:

- Ability to maintain positive and effective working relationships across the business
- Strong attention to detail
- Strong written and verbal communication skills
- Organising and planning ability to manage high volume coordination
- Strong Microsoft Office suite, advanced Excel proficiency
- Proficiency using learning and competency systems
- Customer and Employee experience focus
- Ability to manage multiple stakeholders and vendors to support the delivery of outcomes
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others
- Ability to train and provide guidance in relation to training

### Interpersonal and other features

#### Internal relationships:

- VicTrack employees, line managers and leadership
- VicTrack Safety, risk and compliance teams
- Facility management, Executive Assistants and group coordinators

**External relationships:**

- Tertiary institutions
- Training organisations
- Learning and organisational development providers