

Position description

Organisational Development & Inclusion Manager

Position title	Organisational Development & Inclusion Manager
Position number	201289
Classification level	E
Position type	Permanent
Group	Enterprise Services
Division	People & Culture
Reports to	Senior Manager Employee Capability
Usual place of work	1010 La Trobe Street, Docklands
Date	July 2026
Conditions	Full-time (flexibility will be considered)

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, we work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, buildings and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our business is made up of specialist groups including Innovation, Assets Optimisation & Technology, Property and Telecommunications. These are supported by groups that provide strategic, financial and operational services to the organisation.

About the group

This position is based in **Enterprise Services**.

This Group provides enterprise-wide support to run VicTrack's operations. It is responsible for a wide range of specialist functions that enable our business to be accountable, transparent and operate effectively including Enterprise IT, People & Culture, Legal & Compliance and Asset Governance.

About this position

Reporting relationships

The Organisational Development (OD) & Inclusion Manager reports to the Senior Manager Employee Capability. This role is a key member of the Employee Capability team and works closely with the Learning & Development Specialist to drive the People Strategy. This role provides leadership and direction to one direct report:

- Inclusion Specialist.

Delegations / Budget

N/A

Purpose of the position

The OD & Inclusion Manager is responsible for providing expert guidance to shape and deliver VicTrack's People Strategy. The role collaborates with senior leaders to design agile workforce models and drive initiatives that uplift capability, enhance performance, and foster a diverse, inclusive, and engaged culture.

Key accountabilities/functions

Position accountabilities:

1. **Strategic OD initiatives:** Drive organisational development initiatives aligned with the transformation strategy, ensuring workforce models are built on sound design principles.
2. **People Strategy:** Support the Senior Manager Employee Capability in the development and shaping of VicTrack's overarching People Strategy.
3. **Leadership development:** Lead the update and implementation of the Leadership Capability Framework across the organisation to support the capability development of current and future leaders. Embed the framework in people processes such as recruitment and selection, succession planning and performance development. Conduct extensive evaluations of all leadership development programs. Manage leadership development programs for VicTrack's leaders and critical managers.
4. **Leadership engagement:** As required, develop, plan and implement leadership engagement activities.
5. **Diversity, equity, inclusion and belonging:** Further develop and enhance the Gender Equality Action Plan (GEAP) and D&I Strategy, ensuring compliance with legislative requirements. Provide expert guidance and support on the development of a Reconciliation Action Plan and First Nations Employment Plan.
6. **Future ready support:** Contribute to capability mapping, business architecture, and role design as part of the organisational Future Ready program.
7. **People management:** Manage the Inclusion Specialist, setting goals, objectives, and KPIs to achieve operational results and grow team capability through coaching and mentoring.
8. **Culture, engagement and experience:** Co-own and evolve VicTrack's enterprise employee listening framework. Co-lead governance, methodology, running and data quality of VicTrack's employee listening activities including the annual People Matter Survey. Translate quantitative and qualitative insights into enterprise themes, risks, opportunities and options. Produce high-quality executive dashboards, briefings and papers. Support the delivery of culture and engagement programs, including the

redesign of the employee lifecycle experience. Coordinate service milestones and other reward and recognition events.

9. **Safety and wellbeing:** Collaborate with Health & Safety to support the delivery of the Psychosocial Safety and Wellbeing plans. Manage the relationship and service with VicTrack's EAP provider.
10. **Talent and continuity:** Partner with the Talent team to support succession planning for business-critical roles.
11. **Continuous improvement:** Identify and recommend continuous improvement initiatives across P&C processes and services, using data, feedback and experience to improve effectiveness and employee experience.
12. **Stakeholder and vendor management:** Engage and collaborate with internal stakeholders and external vendors to plan, deliver and evaluate capability solutions, ensuring services meet organisational requirements, performance expectations and value for money.
13. **Policy and professional development:** Contribute to policy and procedure review and development. Develop and maintain professional standards of knowledge of HR policy and procedure. Keep abreast of developments in the relevant HR area of expertise and more broadly.
14. **Other duties as required:** In line with Section 31A of the *Public Administration Act 2004* (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. **Strategic OD and framework development:** Extensive experience in developing and executing organisational development frameworks and people strategies in high-risk or non-compliant environments, ensuring alignment with long-term business objectives while delivering immediate stabilisation and remediation outcomes.
2. **Diversity and inclusion expertise:** Demonstrated experience in delivering statutory D&I obligations, specifically Gender Equity Action Plans (GEAP) and changes to the positive duty, embedding D&I practices and delivering GEAPs and other legislative requirements.
3. **Analytical and conceptual thinking:** Advanced skills in interpreting complex data and generating actionable insights to inform business architecture, role design, and capability mapping in time-critical contexts.
4. **Stakeholder engagement:** Proven ability to collaborate and negotiate effectively with senior leaders and government departments (e.g., VPSC, DTP) in environments of heightened scrutiny, reputational risk and regulatory accountability.
5. **Change and project management:** Experience in leading strategic projects, specifically those related to the employee lifecycle and cultural transformation with clear evidence of delivery discipline, milestone tracking and issue escalation in compressed timeframes.
6. **Culture and engagement:** Proven experience in executing large-scale culture programs and using data to drive engagement initiatives.
7. **Leadership and people management:** Demonstrated capability to lead, coach, and hold a team accountable, including setting KPIs, managing performance deliverables, and fostering a high-performing, service-oriented team culture aligned to organisational priorities.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

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

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. **Mandatory:** Tertiary level qualifications in Human Resource Management, Business Administration, Organisational Psychology, or another applicable field.
2. **Desirable:** Professional membership with the Australian Human Resources Institute (AHRI), and familiarity with the Human Synergistics OCI/OEI assessment.
3. **Experience:** Extensive experience in OD, Capability, Talent, and D&I functions, preferably within a public sector or similar complex context.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*: “To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.