

## PEOPLE AND CAPABILITY SERVICES LEAD

Position Level: 6

Location: Perth or Pilbara

Effective: July 2025

### Responsibilities

The People and Capability (P&C) Services Lead is responsible for leading the development, delivery and coordination of P&C Programs of work including but not limited to recruitment, training and development, performance evaluation and calibration, diversity and inclusion, and employee services.

The P&C Services Lead is also responsible for identifying and addressing any inefficiencies, improving P&C processes, and implementing new workflows.

### Reporting

The P&C Services Lead reports to the People and Capability Manager.

### Accountabilities

Result Area	Major Activities
1. <b>Safety and People</b>	<ul style="list-style-type: none"> <li>• Further a safe, inclusive, and collaborative workplace, that supports the physical health, mental health and wellbeing of self, and others.</li> <li>• Identify actions and changes that lead to continuous improvement of safe work environments; both physically and psychologically.</li> <li>• Lead and implement practices that improve safety and inclusion as outlined in the Leadership Capability Framework.</li> </ul>
2. <b>Integrated Management Systems:</b>	<ul style="list-style-type: none"> <li>• Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security.</li> <li>• Keep up to date with relevant legislation applicable to the performance of the duties of this position, and develop, communicate, implement and review P&amp;C policies and procedures that support the organisation and reflect best practice.</li> </ul>
3. <b>Program Management:</b>	<ul style="list-style-type: none"> <li>• Develop and implement programs and projects that promote an organisational culture focussed on engagement and achievement in line with Pilbara Ports values, Leadership Capability Framework and code of conduct, Diversity &amp; Inclusion and Mental Health &amp; Wellbeing.</li> <li>• Coordinate the overall recruitment, selection and on-boarding program, including internal and external talent searches and implementation of development opportunities.</li> <li>• Coordinate the annual performance evaluation, calibration and succession planning process, including collation of information, and reporting.</li> <li>• Coordinate employee and contractor terminations, perform quality checks of P&amp;C actions. For example, ICT and site access disablement upon termination.</li> <li>• Oversee Workers Compensation Claims, including confirmation that case management is occurring and return to work, and injury management is in place when required.</li> <li>• Coordinate of minimum training, including annual reviews and audits.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify and address program and / or process inefficiencies, advocating for modern value delivery approaches.</li> <li>Lead advancements in P&amp;C business reporting, analytics, and intelligence.</li> <li>Undertake research and consultation.</li> </ul>
<b>4. People and Capability Services and Systems:</b>	<ul style="list-style-type: none"> <li>Coordinate, distribute and allocate employee and management requests via the P&amp;C helpdesk.</li> <li>Ensure service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.</li> <li>Ensure P&amp;C systems and associated workflows are managed, including Oracle (Finance), LMS365 (Training) and Martian Logic (Recruitment).</li> <li>Identify and implement continuous improvements to P&amp;C systems.</li> </ul>
<b>5. Other Duties:</b>	<ul style="list-style-type: none"> <li>Prepare Executive and other business reports.</li> <li>Undertake other projects and duties as required by the People and Capability Manager.</li> </ul>

### **Selection Criteria**

#### **Qualifications:**

- A tertiary qualification relevant to human services or human resources.

#### **Personal Attributes:**

- Behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity and promotes employee mental health and wellbeing.
- A mindset that encourages experimentation, resilience and the ability to think outside of process when needed.
- Possesses a future focus outlook, that considers both short-term and long-term advantages.

#### **Work Related Requirements:**

- Demonstrated success in delivery and improvement of P&C programs and services in a customer/stakeholder focussed environment.
- Experience applying process improvement frameworks, with the ability to create and tailor better ways of working and implement across teams.
- Highly developed written and verbal communication, including the ability to achieve through influence and negotiation.
- Well-developed organisational ability and success in coordinating numerous actions to deadlines.
- Excellent understanding of modern technologies, and experience implementing P&C systems.

Sound computing skills, and the ability to gain a Maritime Security Identification Card are prerequisites for this position.