



Executive Level 2 Director, Learning and Development

DETAILS	
Branch	Chief People Office
Team	PWSS Academy
Location	Canberra
Salary range	\$154,910 - \$192,974 per annum + 15.4% employer super contribution
Security clearance	<i>The successful candidate must be able to obtain and maintain a Baseline security clearance or hold a current security clearance of an appropriate level.</i>
Contact Officer	Scott Mischke, 0481 915 523, scott.mischke@pwss.gov.au
Vacancy closing	Thursday, 10 April 2025 at 11:59PM AEDT

Eligibility information

- This role is being advertised as both ongoing and non-ongoing. The role may be offered as either ongoing or non-ongoing subject to business needs and/or candidate preference. Where a non-ongoing position is offered, the role will be filled as a specified term vacancy for an initial period of up to 12 months.
- Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- PWSS employees must be independent, impartial, and apolitical, and must be seen as such. A private interest disclosure form must be completed prior to an offer being made to disclose any material personal interests that may or may appear to influence a candidate's ability to discharge their responsibilities as an APS employee.
- Successful applicants will be required to undergo the process to obtain and maintain, or continue to hold the required security clearance level for the role as indicated. All PWSS staff are required to have a minimum baseline security clearance prior to commencement.

- Successful applicants will be required to undergo a mandatory National Criminal History check.
- The Parliamentary Workplace Support Service is committed to building an inclusive and culturally diverse workforce. We welcome applications from across our community including, Aboriginal and Torres Strait Islander peoples, women, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTIQ+, mature aged employees and carers.

About the Parliamentary Workplace Support Service

The Parliamentary Workplace Support Service (PWSS) is an independent, trusted HR and support service. We partner with Parliamentarians and their employees to achieve cultural change within Commonwealth Parliamentary Workplaces (CPW). With us, you will undertake meaningful and rewarding work.

The PWSS provides a wide range of human resource services for Parliamentarians and their staff including work health and safety services, recruitment support and advice on general employment matters, development and delivery of bespoke training, coaching and education. In addition, the PWSS provides 24 hour independent and confidential support services, for all Commonwealth parliamentary workplace participants.

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the *Department of Finance Enterprise Agreement 2024-2027* (Finance EA).

More information about the PWSS is available on our [website](#).

Our People and Culture

The PWSS is a friendly and inclusive workplace. We are outcomes focused and promote the APS Values and collaboration with our colleagues across Commonwealth Parliamentary Workplaces and the APS.

We value and champion the experiences, skills and perspectives of all employees. At the PWSS we support flexible work, including job-share, and encourage applicants from diverse backgrounds, cultures, and those with caring and parenting responsibilities to apply so we better represent the community that we serve.

We aim to increase our representation of Indigenous Australians and people with disability by having accessible processes, policies and practices, as well as utilising affirmative measures and the [RecruitAbility scheme](#).

Ways of working

To achieve our purpose and vision, we recognise that our approach to our work is as important as what we do:

- **Professionalism and Integrity:** We uphold APS values by demonstrating ethical leadership, maintaining independence, and ensuring trust and confidentiality in all interactions.
- **Collaboration and Tailored Solutions:** We work together with colleagues and clients to deliver customised, purpose-driven solutions that address unique needs while fostering open communication and diverse perspectives.
- **Continuous Improvement and Wellbeing:** We are committed to continuous learning, adapting to change, and prioritising the wellbeing of all stakeholders, driving better outcomes through feedback and a culture of accountability.

What we offer

- **Competitive Remuneration:** Begin your journey with remuneration that reflects your skills and experience, setting the stage for a prosperous career.
- **Supportive Team Culture:** Join a team where collaboration is key, and support is always at hand. We are committed to creating an environment where you can thrive.

- **Inclusive Workplace:** At PWSS we celebrate diversity. Your unique background, skills, and perspectives are not just welcomed but essential to our collective success.
- **Personal Development:** Take advantage of our career development opportunities, tailored to help grow and excel in your career. These are designed to meet the professional needs of both the agency and the individual. We invest in your future because your success is our success.
- **Flexibility:** We understand the importance of work-life balance, offering flexible working arrangements to support your needs.
- **Exceptional Facilities:** Working at Australian Parliament House comes with benefits, including free undercover parking, access to an onsite gym, pool, cafes, hairdressers, Westpac Bank, post office, physiotherapist and more.

About the branch

The Chief People Officer (CPO) Branch is responsible for providing a broad range of human resources advice and services to the clients of the PWSS- Parliamentarians and Members of Parliament (Staff) Act 1984 employees. This includes development of policies and advice on human resource matters during the employment life cycle, development and delivery of training to address identified capability gaps and development of policies, advice and services related to work health and safety and wellbeing in the workplace. The Branch is also responsible for the 24-hour independent and confidential support services provided to participants of Commonwealth Parliamentary Workplaces (CPWs).

About the team

The PWSS Academy was established in April 2024 to deliver an innovative, integrated and interconnected suite of professional development activities for parliamentarians and their staff. Content is presented across diverse learning formats such as in-person classes, face-to-screen workshops, on-demand content, recorded vignettes, micro learns, checklists, fact sheets and templates. In addition, the Academy promotes broader education activities such as executive coaching, studies assistance and ad-hoc training reimbursement to allow flexibility for learning preferences.

About the role

The Director, Learning and Development is responsible for leading the strategic approach to the delivery of evidence-based education and engagement activities and programs. The Director leads a team of learning and development professionals while undertaking work that requires a high level of complexity, sensitivity and independence, including:

- Develop and drive contemporary, best practice learning solutions via a number of channels, using evaluation and data to support capability uplift.
- Provide high quality professional learning to ensure that Members of Parliament and their staff have the capability to comply with relevant legislation, including the *Commonwealth Members of Parliament Staff Enterprise Agreement 2020-23* (the EA), the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act), *Work Health and Safety Act 2011* (WHS Act), and the *Fair Work Act 2009* (FW Act).
- Prepare timely, high quality written advice to support decision making regarding sensitive and complex employment matters for a range of stakeholders, who may include senior executives, governance committees and other stakeholders.
- Establish and maintain evaluation, monitoring and reporting mechanisms to measure the effectiveness of learning and development services and inform improvements.
- Lead data and analytical service provision to provide insights into the effectiveness of professional learning and inform capability development approaches for the PWSS.
- Lead the capability element of the PWSS reform agenda and contribute to implementation of recommendations of the *Set the Standard* Report.

- Foster and maintain effective stakeholder relationships with parliamentarians and MOP(S) Act employees, senior executives and colleagues of the Department of Finance, the Independent Parliamentary Expense Authority and the parliamentary departments.
- Other duties as required.

Our work is fast paced and varied. The Director, Learning and Development will demonstrate the following job specific capabilities:

- Well-developed HR leadership capability including the ability to lead high performing teams, drive innovation and balance strategic direction with execution.
- Proven experience in leading contemporary and large-scale learning programs across a specialised and geographically dispersed workforce.
- Strong strategic judgement, ability to anticipate and establish priorities and deliver on intended results in a dynamic working environment.
- Exceptional communication skills with a demonstrated ability to lead cultural change.
- Demonstrated ability to establish and maintain strong, collaborative relationships with stakeholders by being an authoritative and trusted source of strategic HR advice and,
- Strong project management skills, with the ability to manage multiple projects and initiatives simultaneously while incorporating a risk-based approach.

Our ideal candidate

The [APS Work Level Standards](#) (WLS) detail five characteristics that contain general statements about the broad job requirements, and operating context for each classification level. The PWSS is seeking candidates who possess the following job specific skills and attributes aligned to the corresponding WLS.

Additionally, the Secretaries' Charter of Leadership Behaviours sets out the behaviours Secretaries expect of themselves and SES and want to see in leaders at all levels of the APS. Regardless of classification, you will be expected to model and champion the behaviours outlined in the [Secretaries Charter of Leadership Behaviours - DRIVE](#).

Leadership and Accountability

- Demonstrated ability to give well considered, influential advice with a strong focus on delivery of learning solutions.
- Strong interpersonal skills to form and maintain effective working relationships across the team, broader department and with external stakeholders.

Job Context and Environment

- Demonstrated political astuteness in the delivery of complex project delivery.
- Develop and maintain an extensive understanding of the role, responsibilities of the agency, incorporating a comprehensive understanding of the agency's impact on the wider political and community context in which it operates.

Independence and Decision-making

- Develop solutions to problems, using internal and external resources and guidelines and best practice.
- Apply critical thinking and analysis to the work of the Section, drawing out relevant and important information in the context of the broader political environment.

Stakeholder Management

- Demonstrated ability to negotiate and coordinate project objectives in a challenging environment, and to effectively prioritise competing stakeholder perspectives and urgencies.

- Build strong and effective working relationships with internal and external stakeholders.
- Contribute to an inclusive work environment by seeking out diverse views, encouraging input, listening and ensuring all voices are heard.

Management Diversity and Span

- Provide strategic direction to the PWSS Academy, including developing business plans, strategies and priorities and monitor workflow and performance.
- Manage a team or work area with diverse skill sets and tasks.

Desirable skills, experience & qualifications

Tertiary or vocational qualifications in adult education, learning and development or human resources are highly desirable. An AHRI certification is desirable.

How to apply

If this opportunity sounds like it is right for you, then we invite you to submit an application through the PWSS's [careers](#) page on our website.

Your application will include:

- A 750 word pitch;
- A current CV, with a maximum of three pages;
- The details of at least two referees, one of which must be your current or most recent manager; and
- Your personal details.

If you are experiencing any difficulties submitting your application, please contact the Corporate Team via email to PWSSCorporate@PWSS.gov.au prior to the closing date.

Application pitch

The PWSS application process will require you to submit a pitch of no more than 750 words. Your pitch is your opportunity to tell us why you are the right candidate for the role, why you want to work for us, and what you can contribute.

When planning your pitch, you should take into consideration the role, key duties and attributes reflected in the "About the role" and "Our Ideal Candidate" and "Qualifications/Desirable Experience" sections and capabilities required in alignment with the [Work Level Standards and Integrated Leadership System \(ILS\) profile](#).

Your pitch should be written in an easy-to-read font and simple, consistent format. Build on information found in your resume by highlighting specific examples or achievements that will demonstrate your ability to perform the role.

RecruitAbility scheme

The RecruitAbility scheme applies to all PWSS vacancies. RecruitAbility encourages the employment of people with disability in the Australian Public Service (APS). You will be asked to indicate if you wish to opt into the RecruitAbility scheme in the Diversity section of the application form. You must tick the 'opt in' box to participate in the scheme.

Details about the RecruitAbility scheme can be found on the [APSC website](#).

In line with evidence requirements for Affirmative Measures – Indigenous positions, the PWSS will require all applicants progressing past initial shortlisting to supply evidence that they are Aboriginal and/or Torres Strait Islander.

Acceptable evidence includes:

- a letter signed and executed by the Chairperson of an incorporated Aboriginal or Torres Strait Islander organisation confirming that they are recognised as an Aboriginal or Torres Strait Islander person, or
- a confirmation of Aboriginal or Torres Strait Islander descent form executed by an Aboriginal or Torres Strait Islander organisation.

Privacy

The PWSS recognises and respects your privacy. Information supplied for this selection process will be handled in accordance with the Agency's Recruitment Collection Notice.

Who to contact

For more information about the role, please contact Scott Mischke on 0481 915 523 or email Scott.Mischke@PWSS.gov.au

Frequently asked questions

What is RecruitAbility?

RecruitAbility is a scheme that aims to attract applicants with disability.

Under the RecruitAbility scheme you will be invited to participate in further assessments if you choose to apply under the scheme, declare that you are a person with disability and meet the minimum requirements for the advertised vacancy. More information about the RecruitAbility scheme can be found by visiting the [APSC Website](#).

Merit remains the basis for engagement and promotion.

Can I request reasonable adjustment(s)?

If you identify as a person with disability, our application form provides the opportunity to request and detail any reasonable adjustment(s) to ensure you can successfully partake in any and all stages of the assessment process.

We will facilitate reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact officer at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

If you are the successful applicant, information on workplace adjustments required will be gathered as part of our onboarding process.

How will my application be assessed?

Jobs in the Australian Public Sector are classified according to expected levels of work and responsibility. For information about the expected capabilities and behaviours required, see the [APS work level standards](#) and the [Integrated Leadership System](#) (ILS) on the APSC website.

Your application will be assessed against the requirements of the job. Once the entire applicant pool has been assessed, the committee will create a shortlist of applicants. If your application is shortlisted, you may be asked to undertake further assessment.

What other assessment will I have to undertake?

Your application will be assessed on your ability to demonstrate that you can perform in the role, outlined in the Candidate Information Pack and in line with the relevant classification level. If your application is shortlisted, you will be progressed to a second phase of assessment.

We may use a variety of techniques to assess candidates. These may include:

- Interviews - held in person, by phone or video (MSTeams)
- Work sample tests

Your referees may also be contacted at any stage of the assessment process to validate your claims. We encourage you to advise them that you have applied for a role at the PWSS. You should feel confident that they will be able to support your application.

Am I able to request feedback?

Post-selection feedback is an integral part of all merit-based recruitment activities. Individual assessments are available to applicants upon request via PWSSCorporate@PWSS.gov.au.

How do I withdraw my application?

If you have submitted an application, but no longer wish to be considered for the position, you need to withdraw your application via email to PWSSCorporate@PWSS.gov.au. Once you withdraw your application you will be unable to re-submit it without contacting PWSSCorporate@PWSS.gov.au.

If you withdraw your application after the closing date, please inform the Contact Officer using the contact officer details located on the second page of this Candidate Information Pack.

What is a merit pool or merit list?

A merit list, or merit pool can be created as part of a selection process and be used to fill similar vacancies for 18 months from the date the original vacancy was advertised in the Gazette (APSJobs). If there is a ranked *order of merit (list)*, then applicants are listed in order of suitability (first, second and so on). The first offer of employment must be made to the highest ranked applicant. Any subsequent offer of employment using the merit list to fill the same or a similar vacancy must follow the ranking.

If there is a *merit pool*, offers of employment must first be made to candidate(s) in the highest group (example, *highly suitable* and *suitable*). The first offer of employment is made to the most suitable person remaining in the pool, assessed against the requirements of the vacancy. Any subsequent offer of employment is made to the most suitable applicant remaining in the pool, assessed against the requirements of the same or a similar vacancy to be filled. More information can be found on the [APSC website](#).

Merit pool sharing

The merit pool established through this recruitment process may be shared with other APS agencies at the discretion of the PWSS.

What are the PWSS salary and conditions?

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the [Department of Finance Enterprise Agreement 2024-2027](#) (Finance EA) to all non-SES PWSS employees (APS1 to EL2).

The salary range will also be listed on the advertisement. Salaries are adjusted annually throughout the life of the agreement.

How long does the onboarding process take?

Following the recruitment process, if you are rated suitable and offered a position with the PWSS you will undergo pre-employment checks consisting of a Conflict-of-Interest Declaration form, National Criminal History check, security clearance confirmation, super eligibility and Australian Citizenship, prior to a formal offer being issued.

The onboarding timeframes can vary from 3-4 weeks, depending on your security clearance status. PWSS Corporate team will be in regular contact with you throughout the process.