

POSITION DESCRIPTION



Capability & Performance Officer

POSITION DETAILS

Position Title	Capability & Performance Officer
Classification	HEW 7
Position Number	7015417
School/Office	People & Culture
Division	Operations

POSITION PURPOSE

The Capability & Performance Officer applies sound organisational development practice to design and deliver initiatives that uplift workforce capability and strengthen excellence in performance management across the University.

The role supports sustainable individual and organisational performance aligned to the University's strategic priorities.

KEY ACCOUNTABILITIES

1. Design, develop and deliver workforce capability and performance initiatives with a high level of professional judgement, operating under light-touch supervision and agreed strategic direction.
2. Apply and continue to develop organisational development capability by using contemporary OD principles, frameworks and evidence-based practice to inform the design, delivery and evaluation of initiatives.
3. Contribute to the ongoing enhancement of performance management approaches, tools and guidance that promote excellence, consistency and accountability across the University.
4. Collaborate with stakeholders to diagnose capability needs, co-design fit-for-purpose solutions, and support effective and sustainable adoption of performance and development practices.
5. Embed the meaningful and routine use of technology, digital tools and platforms — including AI-enabled resources where appropriate — to enhance capability development, performance processes and user experience.
6. Plan, coordinate and support projects and interventions, managing timelines, dependencies, risks and deliverables in alignment with agreed priorities.
7. Analyse workforce data, insights and feedback to evaluate impact, identify trends and inform evidence-based improvements and recommendations.

8. Develop high-quality resources, communications and digital materials that support leaders and employees, while modelling continuous learning and contemporary ways of working.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A current TAE40122 Certificate IV in Training and Assessment or equivalent.
2. Contemporary experience in organisational development such as engagement, performance, capability, and talent development.
3. Strong stakeholder engagement skills, including the ability to work across diverse teams.
4. Excellent written and verbal communication skills, with experience presenting to varied audiences.
5. Demonstrated ability to project manage, including multiple priorities and meet deadlines in a fast-paced, complex environment.
6. Proficiency in digital tools such as ADOBE Creative Suite and Canva, as well as general productivity tools such as Microsoft 365 and Asana

KEY RELATIONSHIPS

- **This position reports to:** Manager, Capability and Performance
- **This position supervises:** None
- **Key internal relationships:**
 - Members of the Organisational Development & Diversity, Equity & Inclusion Directorate
 - Members of People & Culture
 - Contacts in the primary client group
 - Communications staff
- **Key external relationships:**
 - External providers contracted to support projects
 - Agencies and organisations that inform good OD, capability & performance practice

CHALLENGES

1. **Managing competing priorities and timeframes**
Balancing multiple concurrent initiatives, shifting organisational priorities and stakeholder expectations while maintaining quality, coherence and alignment with strategic intent.
2. **Delivering impact with limited resources and systems architecture**
Designing and delivering capability and performance solutions within constrained resourcing, budgets and capacity, requiring pragmatic prioritisation and scalable OD approaches.
3. **Expectation management across diverse stakeholders**
Navigating differing levels of readiness, maturity and appetite for change, while managing expectations about pace, outcomes and the role of OD in enabling sustainable performance improvement.
4. **Countering solutioneering that undermines OD best practice**
Responding to pressure for quick fixes or pre-determined solutions by advocating for evidence-based diagnosis, co-design and systemic approaches that support long-term capability and performance outcomes.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's

policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: People & Culture

Date: May 2026