



How to write a capability-based position description

A capability-based position description highlights the types of skills and attributes required for the role. It should be clearly aligned to your organisation's mission and strategic goals.

Guidelines:

1 Position summary

Provide a position summary. This includes:

- job title
- reporting line
- attendance type
- location
- role purpose
- overview of the team / unit in which the role sits.

2 Role relationships

State the key collaborative and reporting relationships of the role (i.e. 'who you will report to', 'who you will work with' and 'who you will supervise').

Clarify the level of autonomy and reporting expected in the role. Provide an organisational chart to show where the position fits within the broader organisation.

3 Key responsibilities

List the key responsibilities of the role. Consider connecting the role responsibilities to Key Performance Indicators, if applicable.

4 Work environment

Describe the day-to-day working environment and conditions. This may include details about:

- The location or locations of work
- Any flexible working arrangements
- Any physical demands
- Any exposure to risks or hazards
- Any requirements or potential requirements for overtime or travel.

5 Measuring performance

Describe how success or performance in the role will be measured. For example:

- How will performance be monitored during the probation period?
- Will there be regular performance review meetings? How often? What are the expectations for these meetings?
- Will the employee be required to assess their own performance? How?
- Are there any Key Performance Indicators set for the role? What are they?

6 Selection criteria

Use capability-based selection criteria that:

- Emphasise soft skills
- Avoid rigid requirements for civilian work experience, qualifications or technical skills
- Include value-based selection criteria
- Divide selection criteria into 'essential' and 'desirable' categories'

Match to the role responsibilities and any key performance indicators.

Example: Position summary

Job title: Events Manager

Reporting to: Events Lead

Working hours: Negotiable 3-5 days (0.6-1.0 FTE). Flexible hours available.

Location: Office in Sydney CBD with option for hybrid work from home arrangement.

Purpose of role: To manage a large (10-15 person) team of Project Officers.

Team/unit/department: The role is in our Events Team at our NSW office in Sydney.

Where the role fits: The Events Manager will take a lead role in supporting our Events Team to deliver event management services to the Greater Sydney area. They will manage and organise this team to ensure that services are bespoke, dynamic and effective. They will embody our core values of innovation, connection and diversity in their leadership.

Role relationships: You will report to the Events Lead and work closely with our Office Manager. Weekly meetings are held to discuss team progress. You will supervise and manage 10-15 Project Officers in the Events Team.

To see where the role fits within our organisation, refer to the organisational chart below.



Key responsibilities:

Manage a large team of Project Officers

- Lead the allocation of responsibilities among the team
- Facilitate team planning sessions
- Provide logistical and organisational support to team members
- Lead communication and collaboration with other teams

Organise team schedules

- Develop and maintain a team-wide calendar
- Coordinate Project Officers' schedules to allocate appropriate capacity to events

Manage team resources

- Allocate resources to projects and ensure budgets are met
- Manage team workloads
- Give regular updates to the Events Lead

Oversee projects

- Supervise event planning
- Supervise client engagement

Foster a positive and inclusive workplace culture

- Demonstrate and promote a commitment to diversity and inclusion
- Facilitate positive connections with clients and between staff
- Provide logistical and managerial support to the team

Work environment: Our Sydney office is located in the heart of the CBD. You will be required to work from the office at least three days per week and have the option to work from home for the remaining two days per week. Additional remote working opportunities may be available upon request.

Travel to event locations around the Greater Sydney area will be required. Travel will be arranged and paid for by employer. Occasional overtime may be required in exchange for time off in lieu. Overtime requirements will be negotiated with the Events Lead.

Measuring performance: During the probation period (the first 6 months of employment), you will have monthly meetings with the Events Lead. These meetings will constructively discuss your progress, performance and any needs you may have.

After probation, you will have a performance review meeting every six months.

Your performance in the role will be measured against the role's Key Performance Indicators which will relate to:

- Budget management: You will be expected to keep project expenses in line with the budget.
- Customer satisfaction: Our customers are surveyed to ascertain their satisfaction or dissatisfaction with our events services.
- Customer retention: We measure when and how often customers re-engage our services.
- Project efficiency: We measure the number of hours and staff employed to progress and complete projects.
- Employee satisfaction: We monitor employee wellbeing and satisfaction regularly.
- Employee turnover: We monitor the rate of retention and turnover of employees in the team.

Selection criteria:

Essential:

- Ability to lead teams of 10-15 people
- Experience in developing plans and executing them
- Ability to identify and solve problems
- Exceptional communication and organisational skills
- Strong attention to detail

Desirable:

- Experience in project management applications and planning tools
- Experience in stakeholder management