

## Technical/Subject Matter Expert 4

### Vision

Victorian workers returning home safe every day

### Mission

Working with the community to deliver outstanding workplace safety, together with quality care and insurance protection to workers and employers

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#### Job Family: Delivering Our Business.

These roles deliver our business through the provision of expertise and support to internal or external stakeholders. This may be through administration, undertaking regulatory services or providing subject matter expertise.

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#### Role Purpose Statement:

To utilise expertise in a professional discipline to recommend and implement business solutions or opportunities for improvement in work practices of internal or external stakeholders.

**These roles are often unique based on the expertise of the incumbent.**

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#### About the Technical/Subject Matter Expert Roles:

*The Technical/Subject Matter Expert roles require an increasing level of expertise and knowledge with a particular emphasis on the increasing ability of the incumbent to apply that knowledge for the development of business solutions, problem resolution, advice and education and to make recommendations for change and innovation at the higher level.*

*Across the four roles stakeholder liaison also changes from reactive (usually problem solving or the sharing of information internally) through to proactive internal and external liaison (including facilitating outcomes with stakeholders that are beneficial to the VWA).*

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#### Environmental context

T/SME 4 often provides a unique contribution based on significant experience and/or qualifications and significant depth and breadth of knowledge. May be seen as an expert in their discipline outside the VWA.

Provides specialist advice on industry and discipline movements and trends, alternative approaches and analysis on risks and options.

Develops and contributes to strategic solutions or innovations which could impact and influence organisational direction, reputation, and relationships with key stakeholders.

Work may generate from a need to develop an organisational initiative or intervention.

Coordinate their work across VWA and often with external stakeholders.

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#### Level of expertise (knowledge and experience)

T/SME 4 has tertiary qualifications which include postgraduate study.

High level of knowledge and expertise in the systems and regulations governing the function, and of the industry and discipline. Applies knowledge of research, analysis and project management techniques.

Should undertake continuous professional development to stay up-to-date.

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#### Autonomy in decision making

T/SME 4 identifies opportunities for VWA based on recent development in industry or discipline trends. May recommend change to strategy, program or policy based on analysis and research. Recommends business solution and initiatives, alternative courses of action and contingency plans.

As a recognised expert their recommendations impact direction of program, projects and possibly strategy within a business unit.

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Accountabilities	
Stakeholder information, advice and education	Use technical or specialist knowledge to <b>inform</b> and <b>educate</b> others, manage queries and issues through to resolution. Stakeholder may be internal or external to VWA.
	<b>Build</b> stakeholder understanding and capability through <b>interpretation, education, coaching</b> and <b>communication</b> . <b>Ensure</b> stakeholder <b>understands</b> policy and process when resolving issues and identify where education may prevent future issues.
	<b>Facilitate</b> stakeholder acceptance and understanding of improvement opportunities or developments in the industry or discipline through utilising a variety of <b>negotiation, presentation</b> and <b>education</b> techniques.
Issue resolution and stakeholder service	<b>Manage</b> stakeholder <b>concerns or issues</b> through to resolution and <b>provide information</b> to stakeholder to assist in their understanding of the solution or process.
	<b>Research, analyse</b> and provide <b>recommendations</b> to overcome long-term issues. Utilise <b>analysis</b> of trends and <b>research</b> to identify opportunities for improved effectiveness or movement reflecting recent research and developments.
Identify and scope business requirements or opportunities for improvement	Utilise <b>specialist knowledge, research</b> and <b>understanding</b> of the business to <b>influence improvement</b> in internal and external work practices and effectiveness. May involve <b>facilitating</b> discussion with stakeholders to understand their issues, needs and expectations, to take <b>investigative</b> steps to fully understand the context and required outcomes and to provide a vision of what is possible.
Develop business solutions	<b>Develop business solutions supported by a business case and project plan</b> in <b>partnership</b> with the stakeholder and within parameters that meet the business needs and align with VWA direction and policy. <b>Business solutions</b> include research, presentation of alternatives, risk analysis, alternative approaches, contingency plans and the development of a business case. Solutions should reflect industry or discipline research and recent developments. May need to <b>negotiate/facilitate</b> acceptance of recommendation and project scope with stakeholders.
Implement or support initiatives	<b>Coordinates the implementation</b> of initiatives with business area, organisation or stakeholders businesses. Undertakes <b>project management</b> or acts as a <b>professional expert</b> in the project team.
Team development	Provide <b>support</b> to other Technical/Subject Matter Experts, through provision of advice and support in building strategies to identify business solutions, implement improvements or overcome difficult issues.
Analysis and research	<b>Utilises analysis</b> and <b>research</b> to support others through issue resolution, to identify opportunities for improvement or to inform stakeholder or project teams decision making.
	<b>Researches industry/discipline trends</b> and <b>precedence</b> outside of VWA. Undertakes <b>comparison</b> of findings, apply to VWA environment and build recommendations accordingly. <b>Conduct analysis</b> , including <b>research</b> , within area of specialisation, to support <b>recommendations</b> and to <b>monitor</b> performance of business or change project.
Administration	Provide internal or external <b>stakeholder service</b> to groups, business area or organisation through application of policies and procedures within area of

Accountabilities	
	<p>specialisation.</p> <p><b>Develop</b> procedures to support change initiatives.</p> <p><b>Influence</b> others' application of policies and procedures through advice and education.</p>
<b>Data integrity, risk and compliance management</b>	<p><b>Identify non-compliance</b> and <b>risk</b> to the organisation through knowledge of their own, the project teams or stakeholder business and work practices.</p> <p><b>Identify potential risk</b>, scope risk and <b>develop</b> recommendations to prevent the risk.</p>
<b>Exercise Statutory Powers</b>	May be required to exercise statutory powers either as an appointed inspector or authorised officer, or as a delegate of the Authority, or as authorised by the Authority.
<b>Continuous improvement</b>	Identify opportunities, make recommendations and implement improvements to processes, systems and work practices.
<b>Occupational health and safety</b>	<b>Comply</b> with VWA OHS policy and procedure and <b>meet requirements</b> of legislative duty.

### Primary Competencies

Whilst a Technical/Subject Matter Expert 4 will demonstrate many of the competencies in the competency library the following competencies have been identified as primary to the role. The shaded box indicates the level of the competency is required to be demonstrated in the role.. Each level incorporates the behaviours of the levels beforehand. These are described in detail in the VWA Award Competency Library which is available on the intranet.

Competency	1	2	3	4	5
Conceptual Thinking	Draws on past experience	Makes connections	Applies conceptual frameworks	Simplifies complex ideas	Creates new ideas and concepts
Contributing Expertise	Keeps skills up-to-date	Serves As a practical resource to others	Contributes to others knowledge and development	Provides expert advice	Recognised as an industry expert in discipline
Driving Improvement Initiatives	Uses initiative	Identifies improvements	Makes specific changes to improve performance	Uses analysis to determine improvement	Develops and implements improvement initiatives
Facilitates Outcomes	Presents information	Puts forward rational argument	Facilitates discussion to achieve outcome	Utilises a "win-win" approach to presenting a case	Develops cooperation and builds alignment
Information Gathering	Asks questions	Explores anomalies	Seeks to uncover the facts	Undertakes systematic research or investigation	Use own research systems
Stakeholder Support and Service	Follows up	Listens, Interprets and Establishes Needs	Tailors response and ensures understanding	Acts to resolve needs	Acts proactively to resolve issues
Tactical and Analytical Thinking	Organises information	Sees interdependencies and sets priorities	Undertakes analysis to support the business	Systematically analyses and plans to achieve outcomes	Undertakes very complex planning or problem solving
Working in a Team	Acts cooperatively within their team	Actively seeks input from others	Seeks to understand the needs of other teams	Promotes cross functional teamwork	Aligns actions to organisational goals