

NTPS Workforce Strategy 2021 - 2026

Our purpose:

To serve Territorians and the government of the day, and to put customers at the centre of everything we do.

Our strategy:

To cultivate and support a highly capable, flexible, sustainable and future focused workforce.



Goal 1: Delivering excellence: attracting and retaining the right people in the right place at the right time.

What we are doing now:	What we will do:
1.1 Implement the Customer Experience Framework.	1.5 Contemporary, inviting NTPS attraction and recruitment infrastructure, messaging and collateral aligned to the 'I work for the Territory' campaign.
1.2 Reform and deliver coordinated, leading edge early careers programs and NTPS employment entry points.	1.6 Coordinated recruitment strategies for hard to recruit and critical roles.
1.3 Implement the NTG Cultural Responsiveness Framework, including training and development options.	1.7 Review regional and remote employment benefits and conditions, and create mobility options and career paths that span across agencies.
1.4 Include priority workforce capabilities in job descriptions, and recruit people with transferable capabilities.	1.8 Implement an online NTPS orientation program, including essential training modules and positive on-boarding tactics.

Goal 2: Leadership and culture: customers are always at the centre of everything we do, and we inspire our employees to excel.



What we are doing now:	What we will do:
2.1 Develop leadership through an Executive Leaders Framework and development options.	2.6 A 'grow our own' strategy with pathways from middle management to senior executive roles. Focus on business acumen, collaboration, ethical leadership, growing resilient teams, and rewarding innovation.
2.2 Implement an Aboriginal Leadership Development Framework and Career Pathways program.	2.7 Tools and resources to grow purposeful, confident leaders who know what they need in their workforce, and who coach and enable employees and teams.
2.3 Grow talent pipelines by developing our middle managers, focusing on developing priority capabilities.	2.8 Development options for all new managers: managing people, managing teams, and managing the business.
2.4 Grow leaders who understand, value and promote diversity, inclusion and cultural safety.	2.9 Modernise the Code of Conduct including clear language about appropriate workplace behaviours. Implement training options to promote and embed.
2.5 Deliver whole-sector diversity strategies and actively promote workplace inclusion practices.	2.10 Promote safe, respectful work places through a whole-sector campaign about expected workplace behaviours and values.



Goal 3: Committed and capable: growing and enabling our employees.

What we are doing now:	What we will do:
3.1 Refresh and promote the Capability and Leadership Framework and self-assessment tool, and the Middle Manager Development Framework.	3.6 Implement a Performance Management Framework, and online tools and resources for use across the sector.
3.2 Develop additional resources and development options to upskill managers and employees for effective performance and career conversations. Focus on growth mindsets and career self-management for all employees.	3.7 Create career pathways and mobility options across professions and functional streams, underpinned by contemporary, flexible employment arrangements.
3.3 Deliver customer focus/customer experience training and development options for employees at all levels.	3.8 Implement a NTPS Mental Health Framework and wellbeing programs that promote respect, safety and wellness in the workplace.
3.4 Use the 'I work for the Territory' campaign to enable a greater culture of partnerships and collaboration across teams, agencies and sectors, supported by appropriate systems and technology.	3.9 Review delegation levels and authorising/decision making processes, to implement 'lowest level possible' controls.
3.5 Implement development options to grow and deploy priority workforce capabilities.	3.10 Promote the benefits of life-long learning, and self-driven career management and development, including mobility options, mentoring, coaching and stretch assignments.

Customers at our centre

Valuing our employees

Goal 4: Planning for our future: creating a sustainable workforce.



What we are doing now:	What we will do:
4.1 Deliver the workforce efficiency / effectiveness recommendations from the Budget Repair Strategy and the Territory Economic Reconstruction Commission.	4.7 Implement workforce talent / capability management models that match labour market realities - invest in, buy, build, or grow people.
4.2 Modernise the employment framework to support a flexible, mobile and agile workforce.	4.8 Implement talent pools of employees with specific capabilities who could be mobilised across the sector.
4.3 Implement easy to use workforce reporting dashboards with high quality data, and workforce planning tools to enable leaders to manage their business and workforce risks.	4.9 Implement digital solutions, including automation, that make it easier to manage and mobilise our workforce, and to collaborate and connect across teams, agencies and locations. Implement actions to ensure employees have access to and can use the technology.
4.4 Embed flexible workforce practices and culture to strengthen employee attraction, retention and engagement.	4.10 Upskill and reskill employees impacted by automation, technological and digital transformation.
4.5 Embed a culture of continuous improvement, innovation and implementation of digital solutions.	4.11 Prioritise development options to grow digital and data literacy and capability in our workforce.
4.6 Deliver tools and development options to improve workforce and succession planning across the NTPS.	

STRATEGIC OUTCOMES

Our workforce is efficient, effective and high performing, and our customers trust us.

We attract the best people and our employment frameworks and arrangements are flexible and fit-for-purpose.

We get it right in our regional and remote settings with the right workforce mix and employment arrangements.

We understand what we need in our workforce and invest in those areas.

Our leaders are enablers who coach and develop their teams to be effective, resilient and adaptable now and in the future.

Our workforce has access to the right technology, with the digital leadership and capabilities, to meet our customers' needs and deliver our outcomes

Our values

- Commitment to service
- Ethical practice
- Respect
- Accountability
- Impartiality
- Inclusion and diversity