

# Role Description

## Senior Manager SI Business Systems



Education

Agency	Dept of Education NSW
Division/Branch/Unit	School Infrastructure NSW , Asset Management
Classification/Grade/Band	Clerk 11/12
Role No	209399
ANZSCO Code	249111
PCAT Code	1119192
Date of Approval	27 August 2018

### Primary purpose of the role

Manage the operations of the School Infrastructure Business Systems to support integrated delivery of the various Asset Management operations including the Whole-of-Government contracts by designing and implementing relevant policy, procedures, and guidelines, and providing leadership and guidance to the SI Business Systems team.

### Key accountabilities

- Oversee the operation of various School Infrastructure NSW Business Systems to maintain the protection of enterprise information and reliability of the Asset Management service delivery
- Oversee the development and delivery of single point access to SI NSW Business Systems and real time data visibility for stakeholders.
- Provide technical administration and leadership to customers on business systems to ensure that high standards of service can be maintained
- Assess availability, performance and capacity of services and resources to ensure cost-justifiable capacity and performance are available to support business needs and to deliver against agreed Service Level Agreements
- Monitor, analyze and report on business systems performance and data integration
- Contribute to building capability within the service delivery stream ensuring effective knowledge sharing and coaching
- Proactively identify business risks and opportunities and undertake systematic monitoring and scanning of the external environment to identify emerging technologies that have the potential to create value and continually improve efficiency and effectiveness
- Liaise with internal and external stakeholders to provide technical support and guidance

### Key challenges

- Balance management of the role with multiple competing, high volume operational priorities and stakeholder demands School Infrastructure NSW Business Systems
- Deal with a diverse range of projects requiring strategic advice, quality assurance, and the meeting of customer expectations within tight timeframes

## Key relationships

Who	Why
<b>Internal</b>	
Executive	<ul style="list-style-type: none"><li>▪ Escalate issues, keep informed, advise and receive instructions</li><li>▪ Determine system requirements and plan for system changes</li><li>▪ Agree system maintenance activities and provide feedback on projects</li></ul>
Work team	<ul style="list-style-type: none"><li>▪ Support team, work collaboratively to contribute to achieving the team's business outcomes</li><li>▪ Participate in meetings to represent work group perspective and share information</li><li>▪ Participate in discussions and decisions regarding implementation of innovation and best practice</li><li>▪ Inspire, guide, support and motivate team, provide direction and manage performance</li><li>▪ Review the work and proposal of team members</li></ul>
Clients/customers	<ul style="list-style-type: none"><li>▪ Resolve issues and provide solutions to problems</li><li>▪ Provide strategic advice for business improvement</li><li>▪ Provide technological advice to improve day to day business performance</li><li>▪ Provide technical and/or hardware support services</li><li>▪ Ensure compliance with agency and sector rules and standards</li><li>▪ Enhance efficiency and quality of service to end users</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases, and other forms of written advice with minimal input from the Director

### Reporting Line

This role reports to the Director, SI Business Systems

### Direct reports

N/A

### Budget/Expenditure

Nil

### Essential requirements

- Extensive & relevant industry experience and/or tertiary qualifications in the Asset Management, Business Systems and Information Technology Solutions.
- Excellent understanding of the complex Asset Management operations, business requirements and information management using various technology platforms such as .NET & SQL Server.

### Capabilities for the role






The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability

Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)


This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Deliver Results</b>	<b>Advanced</b>
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 <b>Business Enablers</b>	Finance	Adept
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Advanced</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

## Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Service Management, Service Operation, System Software	Level 5 - SYSP
	Service Management, Service Transition, Change management	Level 5 – CHMG
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 5 - METL

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Commit to Customer Service	Advanced	<ul style="list-style-type: none"> <li>Promote a culture of quality customer service in the organization</li> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>Promote and manage alliances within the organization and across the public, private and community sectors</li> <li>Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>Identify and incorporate the interests and needs of customers in business process design</li> <li>Ensure that the organization's systems, processes, policies and programs respond to customer needs</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>Drive a culture of achievement and acknowledge input of others</li> <li>Investigate and create opportunities to enhance the achievement of organizational objectives</li> <li>Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>Control output of business unit to ensure government outcomes are achieved within budget</li> <li>Progress organizational priorities and ensure effective acquisition and use of resources</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>• Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>• Ensure business plan goals are clear and appropriate including contingency provisions</li> <li>• Monitor progress of initiatives and make necessary adjustments</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately</li> <li>• Consider the implications of a wide range of complex issues, and shift business priorities when necessary</li> <li>• Undertake planning to transition the organization through change initiatives and evaluate progress and outcome to inform future planning</li> </ul>
<b>Business Enablers</b> Technology	Advanced	<ul style="list-style-type: none"> <li>• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace</li> <li>• Implement appropriate controls to ensure compliance with information and communications security and use policies</li> <li>• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes</li> <li>• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes</li> <li>• Implement and monitor appropriate records, information and knowledge management systems protocols and policies</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>• Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans, and minimize impacts</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organizational goals</li> </ul>
<b>People Management</b> Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes</li> <li>• Recognize talent, develop team capability and undertake</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>succession planning</p> <ul style="list-style-type: none"> <li>• Coach and mentor staff and encourage professional development and continuous learning</li> <li>• Provide timely, constructive and objective feedback to staff</li> <li>• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> <li>• Implement performance development frameworks to align workforce capability with the organization's current and future priorities and objectives</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
<b>Service Management,</b> Service Operation, System Software	Level 5 - SYSP	<p>Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software.</p> <p>Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.</p>
<b>Service Management,</b> Service Transition, Change management	Level 5 – CHMG	<p>Develops implementation plans for dealing with more complex requests for change, evaluates risks to integrity of infrastructure inherent in proposed implementations, seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organizational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.</p>