

Role Description

Manager Road Safety and Information Systems Integration Projects

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|---------------------------------------|---|
| Cluster | Justice |
| Agency | NSW Police Force |
| Command/Business Unit* | Traffic and Highway Patrol Command |
| Location* | Huntingwood |
| Classification/Grade/Band* | SE Band 1 |
| Senior Executive Work Level Standards | Work Contribution Stream: www.psc.nsw.gov.au/wls |
| ANZSCO Code | 135112 |
| PCAT Code | 3226492 |
| NSWPF Role Number | 51254865 |
| Date of Approval | 15 / 08 / 2018 |
| Agency Website | www.police.nsw.gov.au |

Agency overview

The NSW Police Force (NSWPF) vision is for a 'Safe and Secure New South Wales', which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for identifying, assessing, prioritising and controlling health and safety risks, and ensuring that safe systems of work are developed, documented and followed by staff and contractors through appropriate training, supervision and monitoring.

Primary purpose of the role*

The Manager Road Safety and Information Systems Integration Projects is responsible for the delivery, integration, and support of operational technology for Traffic & Highway Patrol (including telecommunications and integration with NSWPF business systems). The role will lead and manage Road Safety and Systems Integration Projects from inception to completion, providing leadership, management, coordination and direction for the projects while ensuring stakeholder relationships are maintained and managed.

Key accountabilities*

- Provide strategic and technical advice and direction on information systems and projects for Road Safety & Information Systems Integration within Traffic & Highway Patrol, with a view to the extension of these capabilities to the broader NSWPF.
- Solutioning, integrating, delivering and supporting road safety operational technologies, including telecommunications, within the wider NSWPF ICT business systems strategy and architecture that is developed and led by Digital Technology & Innovation Command.
- Apply industrial standard controls and communications solutions, including security controls.
- Manage technical aspects down to programmable logic controllers, embedded systems and the integration of these with information and communications technology including storage and analytics capabilities.
- Lead and manage existing and emerging Road Safety and Information Systems Integration issues and develop sustainable solutions.
- Lead procurement processes and manage contracts related to Road Safety and System Integration projects.
- Foster mutually supportive relationships with key stakeholders, namely frontline Commands, Traffic & Highway Patrol, as well as Directorates within the Digital Technology & Innovation Command to improve collaborative development and project results.

Key challenges*

- Maintain exposure to the technical aspects of law enforcement or Police related in-vehicle, officer and mobile technology, such as ICV, MDT, BWV and ANPR.
- Manage interdependencies and balance competing demands to ensure program objectives are achieved while controlling project scope creep to optimise return on investment.
- Maintain technical expertise on emerging technologies that apply principally to Traffic & Highway Patrol Command, but may also apply to other Specialist Commands across the NSWPF.

Key relationships*

| Who | Why |
|------------------------|---|
| Ministerial | |
| Commissioner/Minister | <ul style="list-style-type: none"> • Provide advice and report on future directions • Identify emerging issues/risks and their implications and propose solutions |
| Internal* | |
| Assistant Commissioner | <ul style="list-style-type: none"> • Provide advice and contribute to decision making on portfolio issues and strategies • Identify emerging issues/risks and their implications and propose solutions • Report on progress towards portfolio objectives and discuss future directions |
| Commanders | <ul style="list-style-type: none"> • Provide advice on portfolio issues and strategies, and governance activities • Identify emerging issues/risks and their implications and propose solutions • Report on progress towards business objectives and future directions |
| Stakeholders | <ul style="list-style-type: none"> • Provide advice on a range of portfolio issues, strategies, and governance activities • Optimise engagement to achieve defined outcomes |
| Work Team | <ul style="list-style-type: none"> • Inspire, motivate, and provide direction • Work collaboratively to contribute to delivery of business outcomes |
| Clients/Customers | <ul style="list-style-type: none"> • Provide advice on a range of portfolio issues, strategies, and governance activities |

| Who | Why |
|--|--|
| | <ul style="list-style-type: none"> • Optimise engagement to achieve defined outcomes • Information exchange |
| External | |
| Roads and Maritime Services Centre for Road Safety Transport NSW | <ul style="list-style-type: none"> • Engage, consult and negotiate the development and delivery of initiatives • Manage expectations and resolve issues • Optimise engagement to achieve defined outcomes |
| Other Stakeholders | <ul style="list-style-type: none"> • Provide advice on a range strategic business & governance activities, issues and strategies • Optimise engagement to achieve defined outcomes • Information exchange |

Role dimensions

Decision making

The Manager Road Safety and Information Systems is responsible for managing existing and emerging Road Safety and Information Systems and delivering integrated operational technology for the Traffic and Highway Patrol Command.

The role is expected to exercise independent judgment in the implementation and delivery of approaches and practices and is fully accountable for the quality and integrity of advice provided. The Manager, Road Safety and Information Systems Integration has autonomy to make decisions in relation to Information Systems in line with NSW Police Force delegations.

The role defers to the Chief Information & Technology Officer on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

Reporting line

Chief Information & Technology Officer, NSWPF PSES Band 2 (SES 5)

Direct reports

Nil

Budget/Expenditure

General financial delegation (Category 5) of \$250k per transaction

Essential requirements

- Tertiary qualifications in Information Technology and/or equivalent experience in a related field
- Experience in delivering and managing diverse information and technology systems to a large organisation
- Obtain and maintain the requisite security clearances for this position.






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


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

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 |
|  Personal Attributes | Display Resilience and Courage | Advanced |
| | Act with Integrity | Adept |
| | Manage Self | Advanced |
| | Value Diversity | Adept |
|  Relationships | Communicate Effectively | Advanced |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Advanced |
| | Influence and Negotiate | Adept |
|  Results | Deliver Results | Advanced |
| | Plan and Prioritise | Advanced |
| | Think and Solve Problems | Advanced |
| | Demonstrate Accountability | Adept |
|  Business Enablers | Finance | Adept |
| | Technology | Highly Advanced |
| | Procurement and Contract Management | Adept |
| | Project Management | Advanced |
|  People Management | Manage and Develop People | Adept |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Adept |
| | Manage Reform and Change | Adept |

| Occupation / profession specific capabilities | | |
|---|---|-----------------------|
| Capability Set | Category, Sub-category and Skill | Level and Code |
| | Solution Development and Implementation – Systems Development Systems Development Management | Level 6 - DLMG |

| Occupation / profession specific capabilities | | |
|---|---|-----------------------|
| Capability Set | Category, Sub-category and Skill | Level and Code |
|  | Solution Development and Implementation – Systems Development Systems Design | Level 5 - DESN |
| | Strategy and architecture – Business Strategy and planning IT Management | Level 5 – ITMG |
| | Business Change - Business Change Implementation Project Management | Level 6 - PRMG |
| | Relationship and engagement - Stakeholder Management - Relationship management | Level 5 - RLMT |

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 |
|---|----------|--|
| Personal Attributes Display Resilience and Courage | Advanced | <ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues |
| Relationships Work Collaboratively | Advanced | <ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| Results Deliver Results | Advanced | <ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes |
| Results | Advanced | <ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|-----------------|---|
| Think and Solve Problems | | <ul style="list-style-type: none"> • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis |
| Business Enablers Technology | Highly Advanced | <ul style="list-style-type: none"> • Encourage research and expert advice on the application of emerging technologies to achieve organisational outcomes • Ensure that effective governance frameworks are in place to enable efficient and effective application of information and communication technology within the organisation • Establish effective governance to ensure organisational compliance with information and communications security and use policies • Critically assess business cases supporting the introduction of technology solutions to improve the efficiency and effectiveness of the organisation • Ensure that effective policy and procedural disciplines are in place for records, information and knowledge management to meet both government and organisational requirements |
| Business Enablers Project Management | Advanced | <ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals |
| People Management Optimise Business Outcomes | Adept | <ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes |

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

| Category, Sub-category | Level and Code | Skill and Level Description |
|---|-----------------|--|
| Solution Development and Implementation | Level 5 DESN | SYSTEMS DESIGN (DESN) Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements. |
| Solution Development and Implementation | Level 6 DLMG | SYSTEMS DEVELOPMENT MANAGEMENT (DLMG) Identifies and manages the resources necessary for all stages (planning, estimation, execution) of individual systems development projects to ensure technical, financial and quality targets are met. |
| Business Change Business Change Implementation | Level 6 PGMG | PROJECT MANAGEMENT (PRMG) – Takes full responsibility for the definition, documentation and successful completion of complex projects (typically greater than 12 months, with significant business, political, or high-profile impact, and high-risk dependencies), ensuring that realistic project, quality, change control and risk management processes are maintained. Monitors and controls resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders. |

Version Control

| Version | Summary of Changes | Date |
|---------|--|------------|
| V1.0 | Position Description translated into Role Description template | 00.00.0000 |
| V2.0 | Revisions made to Role Description | 16/08/2018 |

Roles attached

| Position Number | Region | Position Number | Region | Position Number | Region | Position Number | Region |
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