Role Description
Technical Manager Urban Design

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Customer Strategy & Technology/Customer Strategy & Experience/ Precincts and Urban Design
Location	Macquarie Park
Classification/Grade/Band	Grade 9 Fixed term contract
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	51011191
ANZSCO Code	232611
PCAT Code	1131122
Date of Approval	26/02/2020
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $55.6bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Primary purpose of the role

This role's primary objective is to achieve high quality architectural and urban design outcomes on the Transport Access Program (TAP). The Transport Access Program aims to provide a better experience for public transport customers by delivering accessible, modern, secure and integrated transport infrastructure where it is needed most.

The purpose of the role within TAP is to actively contribute to all aspects of urban design, proposed urban development, architecture and land use planning for transport modes and related precincts (including railway stations, light rail stops, commuter car parks and bus and ferry terminals where applicable). It ensures that designs meet customer and transport product requirements and integrate effectively with other transport modes, the local environment and context, as well as incorporating best practice master-planning principles and performance.

Key accountabilities

1. Provide design expertise to TAP project teams and stakeholders, assisting with managing the TfNSW design review process for TAP projects, in order to meet customer and transport product requirements.

2. Provide technical support and advice in relation to the urban design, architectural, landscape and product design aspects of TAP projects as required.

3. Ensure transport nodes and related precincts integrate effectively with the other transport modes, incorporate urban design principles and provide customer focused solutions.

4. Liaise and consult with TAP project teams, technical advisors and contractors to ensure project assets are designed and constructed to the appropriate urban design standard considering technical, budget and operational requirements, heritage issues and community expectations.

5. Enable change across the portfolio which supports both the vision for TfNSW and the development of customer focused change strategies, programs and initiatives.

6. Assist with management of the Branch's contribution to TAP business plans, budgets and risk management plans, consistent with overall Division and Corporate Plans and report as required on activities, performance, trends and issues as required.

Key challenges

1. Ensuring designs integrate effectively with all transport modes and at the same time provide customer focused solutions that support one of the six customer outcomes of Future Transport 2056: Successful Places where the liveability, amenity and economic success of communities and places are enhanced by transport.

2. Provide effective liaison across the transport cluster, including across the Divisions within TfNSW, to ensure the right end product is delivered. Manage the competing needs and expectations of stakeholders, given the range of different perspectives, while remaining focused on outcomes.

3. Be responsible for driving best practice urban and architectural design decisions and outcomes on TAP projects within project budget and time constraints. Develop innovative solutions to problems using sound critical reasoning to resolve and mediate on strategic and detailed decisions relating to a range of urban design, architectural, landscaping and land use issues.

Key relationships

Who	Why
Internal	
Senior Manager Urban Design	• Provide regular updates on key projects, issues and priorities • Participate in meetings to represent work group perspective and share information
Work team	• Inspire and motivate team, provide direction and manage performance.
TfNSW divisions	• Work closely across TfNSW divisions to build constructive relationships in order to maximise urban design project outcomes.
External	
Transport operators, government agencies, private sector	• Participate in forums, groups to represent agency and share information • Participate in discussions regarding innovation and best practice.

Role dimensions

Decision making

As per the delegation level of the role.

Reporting line

Reports to the Transport Access Program Senior Manager Urban Design.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

1. Tertiary qualifications in Urban Design, Architecture, Landscape Architecture, Town Planning or relevant discipline

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

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	Adept
	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**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Adept
	Technology	**Advanced**
	Procurement and Contract Management	Adept
	Project Management	Advanced

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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Work Collaboratively	Advanced	• Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams

Group and Capability	Level	Behavioural Indicators
		• Build co-operation and overcome barriers to information sharing, 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	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • 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
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes
		• Implement and monitor appropriate records, information and knowledge management systems protocols and policies

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