

Role Description

Road User Safety Officer



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan / Regional and Freight / Regional
Location	Various
Classification/Grade/Band	USS8
Role Number	Various
ANZSCO Code	312611
PCAT Code	1119192
Date of Approval	January 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 \$51.2bn 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.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Road User Safety Officer is responsible for assisting in the development and delivery of road user safety and community road safety projects across the region.

Key accountabilities

- Deliver regional and local road safety education and enforcement programs by undertaking research and consultation, and through the application of available guidelines and sound behavioural principles.
- Evaluate the efficiency and effectiveness of road user and community safety projects, monitoring project outputs and providing performance reports.
- Ensure coordination of projects with other agencies and stakeholders by maintaining necessary liaison during project or campaign development and delivery.
- Maintain current knowledge of plans and strategies, ensure TfNSW's policies and priorities are represented from an informed perspective in public forums and discussions with external agencies.
- Ensure the development of and delivery of strategic road safety projects by supporting lead and manage project teams.



- Assist Councils in the delivery of Council strategic plans through the development of road safety programs in conjunction with Council Road Safety Officers.
- Deliver core road safety programs by maintaining working relationships with Local Government, NSW Police, other government agencies and the public.

Key challenges

- Working with a diverse range of stakeholders across a large geographical area as well as influencing and engaging effectively with customers to achieve road safety outcomes.
- Managing and delivering complex and politically sensitive projects to the required standards
- Advocating for road safety behavioural strategies within a technical environment.

Key relationships

Who	Why
Internal	
Manager Road User Safety	<ul style="list-style-type: none"> • Maintain relationship and escalate critical issues
Transport for NSW – Centre for Road Safety	<ul style="list-style-type: none"> • Establish professional networks and relationships with stakeholders across the Transport Cluster and the broader public and transport sector to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues.
Network and Safety Services Team	<ul style="list-style-type: none"> • Collaborate and build relationship for effective outcomes
Communication and Stakeholder Engagement Team	<ul style="list-style-type: none"> • Work collaboratively to promote TfNSW values and seamless communication and engagement with all stakeholders
External	
External agencies, consultants and contractors	<ul style="list-style-type: none"> • Lead implementation of collaborative projects to achieve optimal outcomes
Local Councils Government Agencies	<ul style="list-style-type: none"> • Build relationship with key stakeholders, collaborate and share relevant information.

Role dimensions

Decision making

The role operates with autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work, quality, integrity and validity of the services provided.

Reporting line

This role reports to the Manager, Road User Safety

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Tertiary qualifications in behavioural sciences or related discipline, or relevant demonstrated experience in project management, including budget and report performance.
- Demonstrated ability to research, develop, implement and evaluate targeted behavioural programs for road user safety.
- Possess a valid Australian motor vehicle driver's licence and willingness to work outside regular working hours and travel on occasion.

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	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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	<ul style="list-style-type: none"> • 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
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms

Group and Capability	Level	Behavioural Indicators
Project Management		<ul style="list-style-type: none">• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Prepare accurate estimates of costs and resources required for more complex projects• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects