Role Description
Risk Manager

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure & Place/Finance and Commercial/PMS
Location	Sydney
Classification/Grade/Band	Grade 9
Senior Executive Work Level Standards	Work Contribution Stream: Service/Operational Delivery
ANZSCO Code	531111
PCAT Code	1127172
Date of Approval	November 2015
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.

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.

Infrastructure & Place

We are a trusted partner to our clients, developing and delivering smart, integrated and sustainable infrastructure and places that are valued by our customers and communities.

Primary purpose of the role

The purpose of the role is twofold:

- to manage and coordinate the risk management function, ensuring that all elements of risk to the program / project within Rail Delivery's Digital Systems Program in Infrastructure and Place Division (IP) are identified, analysed and reported, and solutions/mitigations are developed and implemented,
- to provide suitable stewardship supporting the embedding of a strong risk discipline and culture to raise the risk maturity to the next level.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Monitor and manage qualitative risk management activities including risk assessments, reviews and reporting to ensure that risk management in Digital Systems delivers their program of work on behalf of TfNSW to the highest industry standards.
- Undertake quantitative risk assessment to determine contingency supporting informed and evidence based decision-making and cost forecasting within Digital Systems
- Build and promote a risk-aware culture across the Project which includes increasing the levels of awareness, understanding and commitment to risk management issues, facilitating risk workshops as required enabling robust conversations on risk to be held with subject matter experts, project teams, contractors and senior management personnel within, and as required, external to the Branch
- Review applicability and where required and in consultation with risk management leadership, develop/modify procedures, templates and processes for risk and issue management ensuring they are fit for purpose as applied to Digital Systems
- Maintain and enhance where required existing risk dashboards and reports enabling performance in risk management to be assessed
- Implement and maintain a program of risk reviews which will facilitate an accurate understanding of actual and potential risk exposures across the Project while also informing Rail Delivery Program Leadership.
- Lead conversations to ensure risk controls are fit for purpose, reliable, appropriate to the level and nature of the risks identified to mitigate threats and exposures, or enhance opportunities
- Develop, update and maintain risk and issues registers which will facilitate the management of the program / project risk profile
- Provide subject matter expert advice to the program / project management team in relation to risk management

Key challenges

- Working in an evolving and dynamic new technology and operational systems environment where risks are constantly changing
- Providing strategic and operational guidance and support to the business to identify, manage and minimise actual and potential risk exposures
- Interfacing with, and building strong working relationships with project and leadership teams, subject matter experts, suppliers, other TfNSW Agency personnel and cross - Divisional personnel
- Identifying and managing key interdependency risks associated with the complex interactions of multiple high value and high profile projects within the Rail Delivery Program

Key relationships

Who	Why
Internal	
Program Director; Project Director; Associate Director Project Controls and Project Controls Manager	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on key projects, issues and priorities - Contribute to strategic planning, policy development and decision making

Who	Why
Leadership / Management Team	• Lead, inspire and motivate the team, provide direction and manage performance
Associate Director Risk and Assurance	• To ensure conformity and alignment with IP risk management practice •
External	
TfNSW Divisions, delivery partners, service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	• Participate in forums, groups to represent agency and share information • Provide advice and respond to requests for information

Role dimensions

Decision making

As per the delegations for the role

Reporting line

Functionally, this role reports to the IP Associate Director Risk and Assurance within the Finance and Commercial Branch

This role is project-focused and as such will report to the Associate Director Project Controls and/or Project Controls Manager in Digital Systems

Direct reports

There are no direct reports to this role although the role will provide co-ordination of a small team of contracted risk resources and risk support personnel

Budget/Expenditure

The budget/expenditure allocation for this role is to be confirmed

Essential requirements

Tertiary qualifications in a relevant discipline and/or equivalent experience in the delivery of risk outcomes in a dynamic technology and system enabling Program supporting key infrastructure projects 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	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	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	• 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 Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services

Group and Capability	Level	Behavioural Indicators
		• Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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 Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • 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

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GOVERNMENT

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Evaluate progress and identify improvements to inform future projects