

Role Description

Governance Officer



Transport
for NSW

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan division / Community and Place branch
Location	Southern Region, Wollongong
Classification/Grade/Band	USS 8
Role Number	TBC
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	TBC
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.

Primary purpose of the role

Provide high level support and advice to the Princes Highway Upgrade Program and its associated governance committees, including collation of confidential material, briefings, papers and reports, the development of partnerships with relevant internal and external partners/stakeholders and the provision of consistent and structured processes which support the achievement of the Branch's goals and objectives.

Key accountabilities

- Perform the Secretariat functions of the Princes Highway Upgrade Program governance committees (the committees), and support the Princes Highway Program Director manage the Program's governance requirements.
- Develop strong and cooperative working relationships with key stakeholders to facilitate effective relationship management and achieve the most appropriate and desirable outcomes for Transport.
- Schedule and organise monthly meetings for the committees including preparing and/or collating all relevant administrative papers including (but not limited to), agendas, minutes and submissions securing input and feedback from all relevant persons as well as keeping and managing appropriate records, including coordination of all actions to ensure they are implemented as per meeting outcomes.

- Establish processes and procedures for the committees including developing templates and supporting information to ensure compliance with governance requirements to drive efficiency and business improvement activities and support efficient decision-making processes.
- Develop and implement the process for monitoring and tracking the progress of papers through the various approval stages.
- Assist in the monitoring and evaluation of the effectiveness of allocated roles or business functions of relevant committees in order to contribute to the continuous improvement of committees.
- Work in close partnership with key internal and external parties to ensure implementation of policy and process into practice. Support Regional staff, and stakeholders to successfully navigate the governance structure, and develop successful working relationships through ongoing education, meetings with key regional contacts and distribution of important governance information.

Key challenges

- Managing sensitive and confidential issues in a complex and divergent environment often with conflicting priorities
- Developing and managing strong professional relationships and partnerships within Transport and other stakeholder groups, fostering and facilitating their optimal collaboration, participation and engagement
- Maintaining capacity to provide ongoing, timely, accurate information and services for committee members, whilst striving to continually improve overall performance

Key relationships

Who	Why
Internal	
Program Director, Princes Highway upgrade program	<ul style="list-style-type: none"> • Liaise to obtain and communicate information
TfNSW Managers and Executives	<ul style="list-style-type: none"> • Liaise to obtain and communicate information
Other Secretariats	<ul style="list-style-type: none"> • Provide high level support and advice; collaborate and share information
External	
Other Departments and Agencies	<ul style="list-style-type: none"> • Ensure effective communication on all aspects relevant to Secretariat processes

Role dimensions

Decision making

The role has high degree of autonomy on implementing and improving committee governance processes and related decisions, such as ensuring compliance with requirements, setting deadlines and schedules. High degree of interaction with the Executive Director and other senior executives.

Reporting line

Program Director, Princes Highway Upgrade Program

Budget/Expenditure

This role has no direct budget.

Knowledge & Experience

- Highly developed organisational skills, with strong attention to detail and accuracy.
- Proven ability to be proactive, work autonomously and solve complex problems. Is assertive in driving through recommended improvements to ensure high quality governance processes
- Demonstrated record of success in working with the executive level and a proven ability to exercise sound judgement, particularly in matters of great political sensitivity, strict confidentiality and/or potential controversy

Essential requirements

- Relevant tertiary qualifications or equivalent industry experience.





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

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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • 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 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
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans