

# Role Description

## Business Support Manager



<b>Cluster</b>	Transport & Infrastructure
<b>Agency</b>	Sydney Trains
<b>Division/Branch/Unit</b>	Engineering & Maintenance / Commercial & Supply Chain
<b>Location</b>	Burwood
<b>Role Grade or Band</b>	RC06
<b>Kind of Employment</b>	Permanent Full Time
<b>Role Number</b>	50057907
<b>ANZSCO Code</b>	111211
<b>PCAT Code</b>	3119192
<b>Job Code</b>	81000301
<b>Health Assessment Category - Safety</b>	Category 4
<b>Vision</b>	N/A - Cat 4 Only
<b>Hearing</b>	N/A - Cat 4 Only
<b>Date of Approval</b>	November 2015
<b>Agency Website</b>	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a>

### Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

### Primary purpose of the role

The Business Support Manager provides high level support to the Deputy Executive Director in relation to implementation of business objectives and initiatives and undertakes a wide range of business administration coordination activities.

### Key accountabilities

- Provide high level advice and support to the Deputy Executive Director and, as required, other senior managers, to ensure executive decision making, is based on appropriate, accurate and timely information.
- Facilitate the development of the Divisional Business Plan and accountability for delivering and maintaining the plan
- Develop and maintain strong collaborative and productive stakeholder relationships with key stakeholders to ensure efficient and effective flow of information.
- Prepare routine and ad-hoc reports, presentations and responses to ensure stakeholders receive relevant accurate and timely information.
- Coordinate internal communications for the division including the contribution to improvement projects to support efficient and effective operations. Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers;

- Execute and coordinate documentation for submissions for change/approval for the Division and other activities as required to support the division
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

## Key challenges

- Ensuring all accountabilities are met within timeframe and quality parameters, given the range of activities and priorities involved;
- Building credibility amongst the Commercial and Supply Chain management team;
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

## Key relationships

Who	Why
<b>Internal</b>	
Team	<ul style="list-style-type: none"> <li>• Support team members and work collaboratively to contribute to achieving the teams project outcomes</li> <li>• Participate in meetings to share information and provide input on issues</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>• Provide reports, data and analysis</li> <li>• Set the strategic direction on critical issues in support of the division and directorate.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li> <li>• Provide information and advice</li> <li>• Develop and maintain effective relationships to facilitate outcomes</li> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Respond to queries and resolve issues</li> <li>• Consult, provide and obtain information</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Delivery of materials, services and the provision of data.</li> <li>• Professional development, provision of market intelligence.</li> </ul>

## Role dimensions

### Decision Making:

As per the delegations of the role

### Reporting line:

The position reports directly to the divisional Deputy Executive Director.

### Direct Reports:

0 – 3

### Budget/Expenditure:

Nil

## Essential Requirements






- Tertiary qualification in business, commerce, finance or related discipline and/or equivalent business 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](http://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	Levels
 Personal Attributes	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

## Focus capabilities.

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
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Personal Attributes</b> Manager Self	Advanced	<ul style="list-style-type: none"> <li>• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>• Actively seek, reflect and act on feedback on own performance</li> <li>• Translate negative feedback into an opportunity to improve</li> <li>• Maintain a high level of personal motivation</li> <li>• Take the initiative and act in a decisive way</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Commitment to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> <li>•</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate achievements and adjust future plans accordingly</li> <li>•</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Negotiate clear performance standards and monitor progress</li> <li>• Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>• Provide regular constructive feedback to build on strengths and achieve results</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on performance of team in line with established performance development frameworks</li> </ul>