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| **Cluster** | Premier and Cabinet |
| **Agency** | Infrastructure NSW |
| **Division/Branch/Unit** | Investor Assurance |
| **Location** | Sydney |
| **Classification/Grade/Band** | Infrastructure Grade 5 |
| **ANZSCO Code** | 224712 |
| **PCAT Code** | 2558392 |
| **Date of Approval** | June 2019 |
| **Agency Website** | www.infrastructure.nsw.gov.au |

Agency overview

Infrastructure NSW provides specialist advice to the NSW Government on infrastructure investment and prioritisation. We are an independent statutory agency, established under the Infrastructure NSW Act 2011. Infrastructure NSW’s core functions include providing independent and strategic advice to ensure infrastructure investment decisions are underpinned by robust assessment and long term planning; monitoring NSW’s infrastructure program through independent reviews and expert analysis; recommending infrastructure projects to the NSW Treasurer for funding from the Restart NSW fund; and managing the procurement and delivery of nominated priority projects.

Investor Assurance overview

The size of the State’s infrastructure program means that a focus on ensuring major projects are delivered in a timely and cost-efficient way is critical. To ensure there is better oversight of the State's infrastructure program, the NSW Government approved the Infrastructure Investor Assurance Framework (IIAF), administered by Infrastructure NSW. The IIAF is a Gateway Coordination Agency (GCA) framework for capital projects in terms of the NSW Gateway Policy. The IIAF applies to capital projects with a value of $10 million and above, being developed or delivered by general Government agencies and Government businesses.

The IIAF provides Government, as the investor, with confidence that the State’s infrastructure program is being effectively developed and delivered in accordance with the Government’s objectives, and does so through expert and independent reviews, project monitoring, and reporting which ensures projects are kept within scope and delivered on time and within budget. For more information go to <http://www.insw.com/project-assurance.aspx>

The Investor Assurance function of Infrastructure NSW oversees the whole of government infrastructure program to ensure the NSW Government agencies are developing and delivering fit for purpose, timely and cost-effective solutions that meet the needs of the communities in NSW. The main components to the independent Investor Assurance process are:

* Gateway Reviews, Health Checks and Deep Dive Reviews
* Regular project reporting based on inputs provided by delivery agencies
* At-request reporting and evaluation summary reports
* Special projects based on learnings and key trends arising from the assurance function
* Project monitoring conducted by Infrastructure NSW

# We deliver value by:

* Leading the Investor Assurance function on capital infrastructure projects on behalf of the NSW Government
* Assuring projects, promoting system, network and place integration; and contributing to the ongoing improvement of project development and delivery capability across the NSW Government
* Developing and sharing insights that allow the NSW Government to understand the performance of projects
* Undertaking scenario ‘what if’ and impact analysis to proactively inform the business
* Proactively advising the business on insights and guiding appropriate actions accordingly
* Championing a diversity of thinking and abilities through collaboration between planners, urban designers, engineers and agency delivery partners to create a culture of shared learnings and ongoing improvement to how we work, and what we deliver for the people of NSW

Primary purpose of the role

The Assurance Associate is responsible for undertaking duties that support the Investor Assurance function, including analysis, reporting and administrative duties as directed by the Client Relationship Manager. This will include the preparation of accurate regular and ad-hoc reports, and providing advice as directed, on the performance of programs/projects including identifying risks and issues. The role also supports a range of initiatives to contribute to the high-level monitoring and reporting on the performance of projects including, policy work, relationship management and system improvement.

Key accountabilities

* Preparation of a range of high-level reports, including to the Infrastructure Investor Assurance Committee (IIAC) and Cabinet to communicate information and facilitate sound decision making
* Perform Secretariat functions for various related committees which support the Infrastructure Investor Assurance Framework
* Update and collate documentation and records regarding relevant issues and practices to ensure practices are consistent with the Infrastructure Investor Assurance Framework
* Provide support in the administration of the Investor Assurance function
* Undertake adhoc policy and industry related research work to support to the wider Assurance team
* Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables

Key challenges

* Managing competing priorities from multiple stakeholders to deliver results

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Executive/Executive Directors | * Escalate sensitive issues, identify and report potential and emerging risks * Keep informed and updated, advise and receive guidance and instructions * Provide advice on issues and strategies to deliver quality and consistent outcomes * Participate in discussions and decisions regarding business risk and issues * Provide reports, data and analysis |
| INSW Teams | * Sustain positive and collaborative working relationships * Support team members and work collaboratively to contribute to achieving team outcomes * Participate in meetings to share information and provide input on issues * Review work and provide direction and manage performance |
| Stakeholders | * Provide advice, resolve and provide solutions to issues and regular updates * Manage the flow of information and articulate business assurance requirements * Develop and maintain effective relationship and open channels of communication * Provide information and advice |
| **External** |  |
| Key government, industry and other stakeholders | * Develop and maintain effective working relationships and open channels of communication * Consult, provide and obtain information |

# Role dimensions

## Decision making

The role defers to the Client Relationship Manager for escalation of issues beyond day to day management of tasks.

## Reporting line

Executive Director Cluster Partner

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Demonstrated ability to listen to others, produce outcomes and take initiative.
* Proven conceptual, analytical and strategic thinking skills with an innovative approach to excellence, goal achievement and workable solutions – outcomes focused rather than process driven.
* Well-developed collaborative, written and verbal communications and presentation skills.

Essential requirements

* Knowledge and exposure to Infrastructure projects at a State or National level.
* Demonstrated experience in a project management / coordination role.
* Ability to analyse large quantities of data, identify key issues or trends and produce visual presentations for varied audiences and stakeholders
* Experience working in a fast-paced, multi-faceted, multi-stakeholder, agile environment
* Demonstrated analytical and problem-solving skills to identify issues and develop solutions
* Sound report writing and visual presentation design abilities
* Sound communication and interpersonal skills for working collaboratively across all levels.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible and adaptable and respond quickly when situations change  Offer own opinion and raise challenging issues  Listen when ideas are challenged and respond appropriately  Work through challenges  Remain calm and focused in challenging situations | Intermediate |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | Adept |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |