

Role Description

Senior Manager Operational Assurance and Readiness



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Operations Delivery/Service Planning
Location	Sydney
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Kind of Employment	Permanent full-time
Role Number	TBC
ANZSCO Code	111200
PCAT Code	3231121
Job Code	81000348
Health Assessment Category	Non Rail Safety Worker – Cat 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	July 2019
Agency Website	www.sydneytrains.nsw.gov.au

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 primary purpose of the role is to lead effective operational and planning strategies to ensure changes to operating timetables and enabling projects are ready and fit for purpose to meet Operations Delivery directorate performance and customer objectives, along with driving continuous improvement in Timetable performance.

Key accountabilities

- Lead development, implementation and ongoing delivery of operational readiness framework and associated activities for timetables, possessions, events and projects for the Operations Delivery Directorate

- Lead the investigation, analysis and assessment of timetable related risk, and the development of strategies and processes which mitigate threats to the successful delivery of the organisation's corporate and business plans, and desired outcomes
- Oversee the critical interfaces with key stakeholders to assess the impacts and mitigations to changes to the timetable on daily operational reliability, track maintenance access and other Service Planning deliverables
- Lead development, implementation and ongoing management of timetable assurance processes, planning rules and operational requirements to ensure delivery of safe, robust and achievable Daily and Standard Working Timetables
- Establish and lead ongoing timetable performance analysis and drive continuous improvement improvement in Daily and Standard Timetable products to ensure performance and attribution targets are achieved
- Manage the interface between project management teams and internal and external stakeholders including driving agreement on operations requirements and specifications to ensure the communication of information and understanding of requirements for Operations Delivery directorate
- Provide ongoing strategic support and advice to senior operational stakeholders regarding timetabling matters
- 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

- 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
- Driving a greater understanding and appreciation of timetable related risk, and the implications of failure to respond appropriately to threats as they emerge, in a context where disciplines around timetable risk management are still evolving to an appropriate level of sophistication
- Establish and maintain effective assurance processes and governing rules that ensure operational requirements are effectively considered in timetable design and subsequent timetable products are safe, robust and operationally viable

Key relationships

Who	Why
Internal	
Director Service Planning	<ul style="list-style-type: none">• Provide expert advice and contribute to decision making; Receive guidance and direction• Identify emerging issues/risks and their implications and propose solutions• Report on progress towards business objectives and discuss future directions
Sydney Trains Executives	<ul style="list-style-type: none">• Provide expert advice, counsel and recommendations on timetable risk identification, assessment, management and mitigation matters to influence organisational decisions and initiatives• Recommend and gain endorsement for business plans and goals and reform initiatives• Report on the Division's performance and initiatives to drive continuous improvement
Operations Delivery Directorate management and employees and All divisions of Sydney Trains	<ul style="list-style-type: none">• Provide advice, leadership, guidance and direction to key stakeholders; direct and support planning activities and initiatives that reflect the priorities of strategic and business plans• Develop and foster consultative working relationships• Engage and seek support and ensure that all perspectives and implications are considered in decision making across the organisation
External	
Other Transport for NSW agencies	<ul style="list-style-type: none">• Build collaborative relationships• Present relevant requirements of Sydney Trains related to timetable risks and issues• Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

As per the delegations of the role

Reporting line

The role reports to Director Service Planning

Direct reports

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Budget/Expenditure

Nil

Essential requirements






Relevant tertiary qualifications or equivalent 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	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Highly Advanced	<ul style="list-style-type: none"> • Establish and promote a culture which encourages initiative and emphasises the value of continuous improvement • Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues • Identify and evaluate organisation-wide implications when considering proposed solutions to issues • Apply lateral thinking and develop innovative solutions that have long standing, organisationwide impact • Ensure effective governance systems are in place to guarantee quality analysis, research and reform
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies
		<ul style="list-style-type: none"> • 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 • Evaluate progress and identify improvements to inform future projects
People Management Optimise Business Outcomes	Advanced	<ul style="list-style-type: none"> • Develop workforce plans that effectively distribute organisational resources to achieve business goals • Plan for strategic use of human resources that links to wider organisational aims and goals • Encourage others to strive for ongoing performance improvement • Align systems and processes to encourage improved performance and outcomes