

# Role Description

## Stakeholder Engagement and Communications Coordinator



Transport  
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Safety Environment and Regulation - Compliance and Regulatory Services / Insights and Education Services/Regulatory Stakeholder Engagement
Location	Parramatta
Classification/ Grade/ Band	USS6
Role Number	Various
ANZSCO Code	225311
PCAT Code	1339192
Date of Approval	December 2019
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### 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 \$51.2bn 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

The Communications Coordinator is responsible for providing project management and stakeholder engagement and communications support to the Stakeholder Engagement and Customer Manager to assist in the effective delivery of stakeholder engagement projects and initiatives.

### Key accountabilities

- Contribute to the development of communications strategies that support projects, including partnering with other members of the SER/ CaRS division to implement communication plans and activities to agreed timeframes, costs and expectations.
- Support the implementation of communication action plans for high-profile, complex, contentious or publically sensitive projects under the guidance of the Director.
- Support the effective operation of the communications team culture activities such as organising meetings, off-sites and team engagement activities.



- Update and manage the SER/ CaRS communication records and databases, ensuring that all information is accurate, trackable, stored correctly, accessible, and compliant with internal records management systems and processes.
- Undertake research and analysis as required to support more effective and informed decision making on the specific project initiatives.
- Assist with meeting and event coordination for major conferences and projects forums, including internal roadshows.
- Monitor purchase orders, invoices and supplier engagements, reconciliation, invoice payments
- Apply project management techniques and assistance to the Senior Manager Regulatory Stakeholder Engagement to support the effective delivery of motorway projects and initiatives motorway projects and initiatives within specified timeframes and on budget.

## Key challenges

- Managing competing priorities, deadlines and inputs from multiple internal teams and external stakeholders to guide and influence positive project outcomes.
- Exercising discretion and maintaining confidentiality in handling critical and sensitive information.
- Responding to a range of enquiries determining the appropriate person to redirect them to for a timely response.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Manager Regulatory Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Report to, receive instructions, escalate critical or politically sensitive issues</li> <li>• Provide regular updates on key projects, issues and priorities</li> <li>• Contribute to planning, development and decision making</li> </ul>
Stakeholder Engagement Team	<ul style="list-style-type: none"> <li>• Support team members and work collaboratively to contribute to achieving team outcomes</li> <li>• Provide and receive feedback</li> <li>• Participate in meetings, share information and provide input on issues</li> </ul>
<b>External</b>	
Community and Stakeholders	<ul style="list-style-type: none"> <li>• Respond to enquiries in a timely manner</li> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Report and provide updates on programs</li> </ul>

## Role dimensions

### Decision making

The role works to support the successful delivery of communications plans and project initiatives that are aligned to the Stakeholder Engagement strategic plan.

### Reporting line

This role reports to the Senior Manager Regulatory Stakeholder Engagement

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements





- Relevant qualifications or suitable experience in supporting communications, project management or public relations.
- Demonstrated experience in developing project reports, briefings or correspondence to support effective project administration and reporting.
- Demonstrated project management experience, including working as part of multidisciplinary project teams to deliver projects within tight timeframes and or budgetary constraints.

## 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	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Adept</b>

## 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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>
		<ul style="list-style-type: none"><li>• Prepare clear project proposals and define scope and goals in measurable terms</li><li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li><li>• Prepare accurate estimates of costs and resources required for more complex projects</li><li>• Communicate the project strategy and its expected benefits to others</li><li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li><li>• Evaluate progress and identify improvements to inform future projects</li></ul>