

Role Description

Scholar

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	People and Culture, People Experience, Talent and Mobility, Entry Level Talent Programs
Location	Various
Classification/Grade/Band	Transport Service Grad 1
Role Number	Various
ANZSCO Code	561999
PCAT Code	1117192
Date of Approval	February 2020
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 reflect the community and customers we serve.

Our People and Culture division is focused on our most valuable asset – our people. We're planning for and building a workforce with the advanced skills needed to tackle the challenges of tomorrow. We're also pioneering a values-driven culture that respects individuality, recognises achievement, provides opportunities and puts the customer at the centre of everything we do.

About Talent and Mobility

As we grow and evolve around our customers, TfNSW Talent and Mobility is ensuring our workforce has the skills and capabilities we need to deliver the best outcomes – now and into the future.

We take a proactive and sophisticated approach to sourcing, attracting, selecting and developing the best talent in the market with a real focus on diversity and inclusion.

Primary purpose of the role

Develop Scholar capability and knowledge as they complete their studies and provide organisational experience through placements across the cluster where they gain hands-on experience. As they transition from their programs, Scholars will be eligible and supported to apply for roles across the Transport Cluster including the opportunity to apply for the TfNSW Graduate Program.

Key accountabilities

- Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes
- Build relationships with colleagues and partners outside Transport for NSW, share information and knowledge and skills, be empathetic to other areas of the business and understand their pressures and challenges
- Recognise the importance of customers and ensure their satisfaction is always a top priority, recognise customer needs and make sure promises and commitments are kept, and respond constructively to customer feedback and address issues raised
- Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints
- Proactively seek opportunities to learn and be open to the feedback of others in order to develop skills
- Participate in training and development opportunities facilitated by Entry Level Talent Programs, including ELTP engagement sessions

Key challenges

- Learning and adapting quickly to different work environments, managers and work assignments each rotation
- Building and maintaining solid working relationships with a variety of clients, stakeholders, mentors, managers and colleagues across the Transport Cluster
- Taking a structured and methodical approach to any task, identifying priorities and setting deadlines and planning in advance

Key relationships

Who	Why
Internal	
Program Manager	<ul style="list-style-type: none">• Receive direction on development, learning, and feedback on performance
Placement Manager	<ul style="list-style-type: none">• Receive direction on tasks and feedback on performance• Work collaboratively on projects and within a team to achieve work outcomes
Work team	<ul style="list-style-type: none">• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes• Participate in meetings to represent work group perspective and share information• Participate in discussions and decisions regarding implementation of innovation and best practice
Entry Level Talent Programs	<ul style="list-style-type: none">• Work cooperatively with the wider Entry Level Talent Programs team to support and promote wider program initiatives
Entry Level Talent Programs Cohort	<ul style="list-style-type: none">• Share new concepts and different perspectives with each other and build a network of peers across the sector

Role dimensions

Decision making

Refers matters that require specialist knowledge or expertise to Program Manager and Placement Manager.

Reporting line

This role reports directly to the Tertiary Program Manager, Talent and Mobility, Entry Level Talent Programs.

Direct reports

None

Essential requirements

Australian/NZ citizenship or Australian Permanent Residency.

Studying full-time each semester (enrolled in minimum 75% of normal full-time study load).

Entering first or second year of a relevant undergraduate degree in 2021.

Attend university full time whilst having the option to work part-time for a minimum of 14 hours per week during semester.

Work full time for a minimum of 35 hours per week during semester break.





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	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology