Role Description
Interface Manager

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/Branch/Unit	Motorways/Various
Location	TBC
Classification/Grade/Band	USS11
Role Number	TBC
ANZSCO Code	221112
PCAT Code	1117172
Date of Approval	April 2019
Agency Website	http://www.rms.nsw.gov.au/

Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective and efficient road use
- Effective and efficient traffic management and use of the roads and maritime network
- Execution of roads and maritime safety policies and regulations
- Maintenance of the roads and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of an integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

Primary purpose of the role

The Interface Manager is managing the interfaces between the Motorways Project team and third parties. Building and managing effective relationships across multiple interfaces to achieve optimum performance outcomes. Identifying and managing key risks throughout project works, recommending appropriate solutions.

Key accountabilities

- Manage the interfaces between the project and third parties contributing to optimal development and program set up for successful procurement and delivery
- Provide input into contract development to maximise efficiencies in the delivery and operations of the projects, and resolving issues and conflicting requirements in a timely manner
- Manage the interface between the project and third parties in the delivery and commissioning of the project
- Engage with key third party stakeholders effected by project works to understand their needs and concerns, taking measures to maintain effective relationships throughout the project
- Co-ordinate the development, assessment, negotiation, approval and execution of commercial agreements between RMS and third parties
- Contribute to the development of the operations and management control syste, and the interface with third party systems and operations
- Contribute to the development of an Interface Management Plan, monitoring and co-ordinating implementation
- Contribute to the project schedule of works and progress monitoring throughout the project
- Provide input and solutions which allow for minimal third party impact, whilst maintaining commercially effective project delivery
- Maintain effective relationships with third parties in order to avoid disputes and commercial compensation claims
- Produce and maintain appropriate, standardized documents and regular reporting to the senior management and other stakeholders reflecting key issues, resolutions, and performance to enable them to effectively understand risks and impacts on the project
- Ensure a collaborative approach is maintained across the team to facilitate the planning and delivery of interface works, ensuring all issues are clearly understood by teams and addressed, and appropriate interventions developed and implemented

Key challenges

- Use of innovative thinking to overcome challenges and implement solutions which minimise both disruption to third party and to effective project delivery
- Understanding and communicating complex technical and commercial issues to the satisfaction of key stakeholders
- Managing key internal and external stakeholder relationships, addressing their diverse expectations and potentially conflicting agendas, fostering their optimal engagement and contribution to the development and implementation of commercial strategies

Key relationships

Who	Why
Internal	
Project Delivery Office	- Providing advice and guidance on interface management matters

Who	Why
Commercial Lead/Project Director	• Escalating and reporting key issues to ensure effective project delivery
External	
Community interest groups and industry partners	• Build effective engagement with the public by promoting and advising on the project
Third Parties effected by project works	• Liaising with relevant parties to ensure their needs are listened to throughout the project • Minimise disruption to third parties throughout the project

Role dimensions

Decision making

The Interface Manager is accountable for own decision making within agreed scope of role and responsibilities. The role defers to their line manager for decisions of a more complex, technical nature.

Reporting line

TBA

Direct reports

TBA

Budget/Expenditure

TBA

Essential requirements

- Relevant tertiary qualifications or demonstrated equivalent professional experience
- Extensive experience working in a commercial environment, with a capacity to demonstrate strong commercial acumen and understanding of commercial success drivers
- Demonstrated experience in successfully leading the development and implementation of the third party interface agreements for major infrastructure projects
- Experience with and a sound understanding of the legislation, policy, processes and practices involved in planning for and delivering major projects within a government setting

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**	**Advanced**
	Commit to Customer Service	**Advanced**
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Advanced**

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 Act with Integrity	Advanced	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	• 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
Results Deliver Results	Advanced	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals