

Role Description

Digital Project Controls Manager



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Public Works Advisory
Role number	00063881
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	135112
PCAT Code	2339192
Date of Approval	21 January 2021
Agency Website	www.drnsnsw.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets.

Primary purpose of the role

The Digital Project Controls Manager is responsible for developing and maintaining fully integrated systems, tools and processes that help drive optimised infrastructure, construction, advisory and emergency management project outcomes and contributes to the overall strategy and roadmap of the project controls ecosystem at PWA, ensuring the right mix of talent, process, structure and supporting technology is in place so that a coordinated, progressive approach is taken across the business.

The role also works closely with the business and clients to develop tailored, 'outside the square' solutions for large projects or programs of work, often in a fluid and rapidly evolving environment.

Key accountabilities

- Lead and coordinate the project control function to enable the effective management of cost, risk, schedule, outcomes, data and other processes whilst establishing and reinforcing 'best of class' practices and procedures.

- Provide strategic input and expert advice and recommendations to management pertaining to automation and integration opportunities (internal and external) enabling Management to make informed decisions on improved and new fully integrated systems, tools and processes.
- Assist with the coordination and standardisation of PWA's electronic project data capture, management and reporting processes to improve and enhance the end product.
- Ensure that communication and data capture/access is seamless for remote job sites, project offices, clients, contractors, and vendors to improve the usability and output across NSW.
- Oversee the administration of various systems, including continuous improvement and training to ensure operational requirements are met.
- Work closely with the Senior Manager, Project Controls Business Systems on project control activities, as well as other core business system or process improvement initiatives.

Key challenges

- Leveraging one's construction project experience and deep technical understanding of how systems can integrate to enhance information flow and efficiencies across the business and externally.
- Helping deliver a more coordinated, consistent and efficient approach to project data storage, sharing and reporting.

Key relationships

Who	Why
Internal	
Senior Manager Project Controls and Business Systems	<ul style="list-style-type: none"> • Provide strategic and operational advice and solutions to dovetail systems/data flows for ongoing and strategic programs • Escalate issues and provide solutions • Deliver tasks assigned
Director Business Operations Business Unit Directors	<ul style="list-style-type: none"> • Work in partnership with Senior Manager Project Controls and Business Systems to deliver improved, integrated solutions for PWA in the following growth areas - <ul style="list-style-type: none"> ○ Engineering emergency management ○ Construction project management, construction procurement and engineering design <ul style="list-style-type: none"> ▪ Work Health and Safety and Environmental field-based data capture ○ Asset Management and Sustainability ○ Program Assurance and Management
QSE Manager	<ul style="list-style-type: none"> • Assist in ensuring Quality, Safety and Environmental Certification standards are met
Procurement and Contract Management Improvement Team	<ul style="list-style-type: none"> • Work with the team to enable progressive improvement opportunities

Who	Why
External	
Stakeholders	<ul style="list-style-type: none"> • Provide advice and solutions to dovetail systems/data flows for ongoing and strategic programs
Suppliers	<ul style="list-style-type: none"> • Liaise with suppliers • Support continuous improvement initiatives

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. The role refers to the Senior Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management.

This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Senior Manager Project Controls and Business Systems

Direct reports

Business Process Systems Contractor

Budget/Expenditure

As per the DRNSW Financial Delegations

Key knowledge and experience

- Experience in construction project delivery across various contract types across different sectors.
- Experience in implementing, maintaining, and supporting a variety of Project Control and Construction Management Systems (project, risk, quality, finance, reporting, and information management).
- Highly experienced in developing and supporting user and business tools in the Microsoft technology stack for use within a construction project environment, including: .net framework; C#, SQL Server, Microsoft Azure, Office 365, Sharepoint, PowerBI, PowerApps, PowerAutomate.
- Exposure to other relevant industry tools such as Primavera P6, PRISM G2, Qlik Sense, Integrum.
- Experience with Data Warehouses and reporting.
- Excellent written and verbal communication skills with high level interpersonal skills are essential including the ability to facilitate meetings and training sessions will be required.

Essential requirements

- Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.

Capabilities for the role



The [NSW public sector 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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience• Ensure systems are in place to capture customer service insights to improve services• 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 and encourage new ideas and innovative approaches	Advanced

		<ul style="list-style-type: none"> • Ensure that the organisation's systems, processes, policies and programs respond to customer needs • 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness 	Adept






		<ul style="list-style-type: none"> Identify and share business process improvements to enhance effectiveness 	
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	Advanced
	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> 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
 <p>People Management</p>	<p>Manage Reform and Change</p> <p>Support, promote and champion change, and assist others to engage with change</p>	<ul style="list-style-type: none"> Support teams in developing new ways of working and generating innovative ideas to approach challenges Actively promote change processes to staff and participate in communicating change initiatives across the organisation Provide guidance, coaching and direction to others who are managing uncertainty and change 	Adept

- Engage staff in change processes and provide clear guidance, coaching and support
- Identify cultural barriers to change and implement strategies to address these

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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	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	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate