Role Description
Technical Manager

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure and Place / Rail Delivery
Location	Sydney
Classification/Grade/Band	Transport Service Senior Manager
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	Various
ANZSCO Code	233914
PCAT Code	1119192
Date of Approval	April 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 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 primary purpose of the role is to provide project management of specialist technical engineering services, ensuring that an engineering framework is developed and maintained which supports the Project Team in the delivery of a project within clearly defined scope, quality, time and cost constraints.

Key accountabilities

- Provide advice on key governance and technical issues on infrastructure projects for the resolution of technical-related problems and apply lessons learned from other projects. Implement operational goals and business plans ensuring successful delivery of projects.

- Monitor cost performance of projects and manage any scope and engineering changes, implementing the changes in compliance with standards.
- Ensure project designs comply with relevant standards and are fit for purpose and adhere to technical management processes.
- Identify project design risks and opportunities, ensuring risks are designed-out wherever possible and managing design-designated risks ensuring that a compliant risk-based approach is applied.
- Provide project specific information for monthly reports (as required).
- Manage the development of works brief, technical specifications and specialist technical input required for procurement on infrastructure projects, ensuring adherence to government procurement guidelines.
- Co-ordinate, engage with and facilitate approvals by approving and regulatory authorities, including but not limited to submissions such as configuration (CCB), fire & life safety (F&LS), building code (BCA), operating/sectioning diagrams.
- Assess contractors' technical expertise on projects and make recommendations prior to engagement, managing design contractors to deliver design solutions for projects, reviewing submissions to ensure designs meets requirements

Key challenges

- Ensuring that the project meets all milestones and deadlines without compromising on safety and TfNSW values
- Dealing with a diverse range of complex matters and highly conceptual issues, in order to recommend practical solutions, often within limited time frames

Key relationships

Who	Why
Internal	
Project Director; Senior Project Manager, Director	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on key projects, issues and priorities - Participate in meetings to represent work group perspective and share information
Work Team	- Participate in meetings to represent work group perspective and share information - Participate in discussions and decisions regarding implementation of innovation and best practice
External	
Other divisions in TfNSW, Sydney Trains, NSW Trains, service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	- Participate in forums, groups to represent agency and share information - Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

As per the delegations for the role

Reporting line

This role reports to a Functional Director or to the Project Director depending on the scope and nature of the project to which the role is assigned.

Direct reports

The role may have up to one direct report

Budget/Expenditure

The budget/expenditure allocation for this role is to be confirmed

Essential requirements

Tertiary qualifications in Electrical Engineering, Civil Engineering, Architecture, Construction and/or relevant discipline and / or equivalent industry experience.

This role is identified as a Rail Safety Worker (RSW).

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.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
 Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	**Advanced**
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
 People Management	**Manage and Develop People**	**Advanced**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate

Group and Capability	Level	Behavioural Indicators
		• Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Advanced	• Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues

Group and Capability	Level	Behavioural Indicators
		• Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Results Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
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
People Management Manage and Develop People	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives