

# Role Description

## Scheduling Manager



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Engineering & Maintenance/Major Works/ Program Planning & Development
Location	Clyde
Role Grade or Band	TSSM
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	51001902
ANZSCO Code	132311
PCAT Code	1112492
Job Code	81000348
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	September 2019
Agency Website	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a>

### Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

### Primary purpose of the role

The Scheduling Manager leads and delivers the scheduling capability for Major Works Division, which includes development, planning and scheduling across the project and planning lifecycle.

The role leads a team of schedulers and a resource planner to provide support to program and project managers in the development and implementation of scheduling requirements. In addition, this role works closely with Asset Management Division on the development of Major Works Division's Annual program of work.

## Key accountabilities

- Lead the scheduling capability in Major Works Division, and actively contribute scheduling leadership in Sydney Trains;
- Drive continuous improvement scheduling processes and behaviours in the division
- Maintain subject matter expertise around detailed multidiscipline schedules and cost loaded schedules.
- Develop, implement and maintain divisional Scheduling Operational and Management Plan, Accountable for the management of scheduling resources to supply appropriate level of services to the division for key projects and programs
- Lead the provision of detailed construction scheduling for high risk/complex projects; and the development and implementation of analysis and management of schedule risk for the divisions programs and projects
- Inform the annual work planning process, including participation in the prioritisation and scheduling of programs for the year and providing the required information in regards to Division's anticipated resource size and capabilities and factors which will affect the planning activities.
- Provide a forward facing view and schedule of the immediate (1-2 year) and medium term (2-4 year) program of works to inform the strategic workforce planning process, industrial engagement activities and strategic plan investments.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

## Key challenges

- Ensuring all agreed projects are delivered on time and to expected standards and requirements given the number of projects that need to be delivered and the size and complexity of each project/program.
- Engage with a wide range of stakeholders to maintain a current, accurate view on the divisions programs and projects and supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change.
- Delivering thorough transitions to Program / Project Managers and proactively supporting a process feedback / questions from Project teams regarding the initial project plans e.g. challenging questions on scope, timelines, resourcing etc including informing planning with accurate, up to date and relevant data from across different programs and projects

## Key relationships

Who	Why
<b>Internal</b>	
Manager Program Planning & Development	<ul style="list-style-type: none"><li>• to provide updates and insights on planning progress and identify key risks, challenges and questions that need to be with Major Works' leadership</li></ul>
Program Planners and Project Management unit	<ul style="list-style-type: none"><li>• To lead transition programs / projects from planning to delivery; to understand any change requests or feedback into the planning cycle.</li></ul>
Engineering & Maintenance	<ul style="list-style-type: none"><li>• Collaborates in the development of the annual program of work process and maintains a positive relations working relationship.</li><li>• Engages E&amp;SI in development of initial design activities (as required depending on the size, scope, and complexity of the project).</li></ul>

Who	Why
<b>External</b>	
External Engineers and Designers	<ul style="list-style-type: none"> <li>for discussing project specifications, where design is delivered externally</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>for the oversight of scheduling interfaces with contract suppliers</li> </ul>
Resourcing teams	<ul style="list-style-type: none"> <li>for the engagement of additional external resources to provide additional capacity as required</li> </ul>

## Role dimensions

### Decision making

As per delegation for the role

### Reporting line

Associate Director Program Planning and Development

### Direct reports

9, Schedulers

### Budget/Expenditure

N/A

## Essential requirements






Tertiary qualifications in Engineering or relevant discipline, or equivalent experience in project and construction management; ideally rail delivery involving civil and structural works, signalling, traction and power works, risk management processes and practices,

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Adept
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Advanced</b>
 <b>Results</b>	<b>Deliver Results</b>	<b>Advanced</b>
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	Think and Solve Problems	Adept
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Adept
	<b>Procurement and Contract Management</b>	<b>Intermediate</b>
	Project Management	Adept
 <b>People Management</b>	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	<b>Optimise Business Outcomes</b>	<b>Advanced</b>
	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
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Influence and Negotiate	Advanced	<ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>Work towards mutually beneficial win/win outcomes</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts</li> <li>Identify key stakeholders and gain their support in advance</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> <li>Pre-empt and minimise conflict within the organisation and with external stakeholders</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Drive a culture of achievement and acknowledge input of others</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control output of business unit to ensure government outcomes are achieved within budget</li> <li>• Progress organisational priorities and ensure effective acquisition and use of resources</li> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>• Ensure business plan goals are clear and appropriate including contingency provisions</li> <li>• Monitor progress of initiatives and make necessary adjustments</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately</li> <li>• Consider the implications of a wide range of complex issues, and shift business priorities when necessary</li> <li>• Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> <li>• Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management</li> <li>• Conduct delegated purchasing activities, complying with prescribed guidelines and procedures</li> <li>• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Optimise Business Outcomes	Advanced	<ul style="list-style-type: none"><li>• Develop workforce plans that effectively distribute organisational resources to achieve business goals</li><li>• Plan for strategic use of human resources that links to wider organisational aims and goals</li><li>• Encourage others to strive for ongoing performance improvement</li><li>• Align systems and processes to encourage improved performance and outcomes</li></ul>