

# Role Description

## Project Development Manager



Transport  
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Infrastructure and Place /Technical and Project Services/Regional Project Services
Location	Various
Classification/ Grade/ Band	USS10
Role Number	Various
ANZSCO Code	133211
PCAT Code	1229192
Date of Approval	January 2020
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### 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 \$51.2bn 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.

### Infrastructure and Place

We are a trusted partner to our clients, developing and delivering smart, integrated and sustainable infrastructure and places that are valued by our customers and communities.

### Primary purpose of the role

The Project Development Manager is responsible for leading project development phase and delivery of investigations, detailed scoping, concept design, stakeholder consultation and environmental assessment of complex major infrastructure development projects to ensure high quality and effective delivery of projects.

### Key accountabilities

- Deliver detailed project scoping and project development activities to ensure major infrastructure projects meet Government and TfNSW objectives.



- Develop and implement community engagement plans to ensure effective stakeholder consultation in the development phase of projects and interact with affected community members.
- Deliver detailed project development briefs and monitor the quality of design and work by professional service contractors or internal service providers to ensure designs, investigations and reports meet agreed criteria, benefits and user requirements.
- Deliver regular project monitoring and reporting progress to the Senior Project Development Manager and represent the Branch to ensure that project resources are procured cost effectively, projects provide value for money, are implemented to agreed time, cost and quality and are consistent with operational and maintenance requirements.
- Commission and manage the delivery of environmental impacts assessments on project to ensure compliance with Review of Environmental Factors (REF) and Environmental Impact Statement (EIS) legislation.
- Develop and implement appropriate strategies, guidelines and processes to ensure project outcomes are achieved.
- Provide expert advice on major infrastructure development projects to ensure clients, stakeholders and staff understands project details and limitations.
- Work within a matrix management structure where support services are embedded within project office delivery teams.

## Key challenges

- Managing client expectations effectively to ensure all project management and management system requirements are met and project deadlines and milestones are delivered to the required standards and within budget.
- Ensuring that project and contract management principles are consistently applied and strong project governance is in place to manage the relevant complexity and risk profile for each project.
- Promoting a customer-centric ethos to enable continuous connection with customer, community and business goals and priorities.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and direction, determine organisational objectives</li> <li>• Determine high level and strategic priorities</li> <li>• Escalate complex issues and problems</li> </ul>
Director Project Office	<ul style="list-style-type: none"> <li>• Collaborate and share information</li> </ul>
Director Project Management	<ul style="list-style-type: none"> <li>• Escalate and discuss relevant issues</li> </ul>
Sydney, Business Services, Compliance and Regulatory, Stakeholder and Community Engagement Divisions	<ul style="list-style-type: none"> <li>• Liaise and negotiate with other branches and sections to facilitate approvals on design, construction and operational matters.</li> <li>• Working with a range of internal and external stakeholders and suppliers to support and facilitate the effective delivery of works and projects.</li> </ul>
<b>External</b>	
Public and Community – Project Specific	<ul style="list-style-type: none"> <li>• Engage with stakeholder to gather relevant information</li> </ul>

Who	Why
Other Government Agencies / Departments – Project Specific	<ul style="list-style-type: none"> <li>• Liaise and negotiate to facilitate approvals on design, construction and operational matters</li> </ul>
Consultant and Contractors – Project Specific	<ul style="list-style-type: none"> <li>• Guide and supervise as required</li> </ul>
Industry bodies and organisations – Project Specific	<ul style="list-style-type: none"> <li>• Keep abreast of the latest trends in the discipline</li> </ul>

## Role dimensions

### Decision making

The role operates with autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work, quality, integrity and validity of the services provided.

### Reporting line

The role reporting lines vary depending on the nature of the projects and region/location of the role.

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Tertiary qualifications or extensive experience in planning, civil engineering, project management or related discipline.
- Experience in managing the development of complex infrastructure projects such as road, bridge and/or tunnel projects.
- Demonstrated ability to coordinate the delivery of environmental assessments and assess road concept designs.
- Possess a valid Australian motor vehicle drivers licence and willingness to work outside regular working hours and travel on occasion.





## 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>

### 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	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> </ul>





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Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Write fluently in a range of styles and formats</li> <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>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> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key</li> </ul>

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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>project goals, and define monitoring, reporting and communication requirements</li> <li>Prepare accurate estimates of costs and resources required for more complex projects</li> <li>Communicate the project strategy and its expected benefits to others</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>

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	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Advanced</b>

### 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>	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self		<ul style="list-style-type: none"> <li>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	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently 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>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b>	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> </ul>

Group and Capability	Level	Behavioural Indicators
Technology		<ul style="list-style-type: none"> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>