

Role Description

Project Improvement Business Analyst



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Engineering and Maintenance - Commercial & Supply Chain
Location	Burwood
Classification/Grade/Band	RC6
Role Number	51021061
ANZSCO Code	221111
PCAT Code	3222121
Date of Approval	March-2020
Agency Website	www.sydneytrains.info

Agency overview

Sydney Trains has c10000 staff and was established in July 2013. Its vision is to Keep Sydney Moving by putting the customer at the center 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.

Sydney Trains has a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organizational capability.

Joining Sydney Trains presents an exciting opportunity to shape the future of rail services in Sydney and make a genuine difference for the people of NSW by providing the rail system they deserve.

Primary purpose of the role

The Project Improvement Analyst is accountable for the identification and development of improvement opportunities within allocated Divisions including the coordination of functional SME's to achieve the desired outcome. The role is responsible for working with business stakeholders to improve processes for managing business outcomes and compliance with Sydney Trains procedures. This includes but not limited to business analytics, implementation of improvement initiatives and addressing any business breaches or non-compliance.

Key accountabilities

- Engage with Engineering & Maintenance Divisions to provide improvement advice and support to achieve business outcomes.
- Establish systems in consultation with managers to ensure business assets are providing maximum benefits to Sydney Trains.

- Drive improvement support services to other Maintenance divisions to ensure promotion of a commercially efficient culture.
- Deployment of best practice improvement management strategies across Maintenance Directorate.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in the relevant document number.
- Seek and develop business improvement opportunities in collaboration with the host Division.
- Provide close support to drive the profitable delivery of projects and contracts.

Key challenges

- 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.
- Stakeholder relationship management with Maintenance GMs to provide trusted improvement advice and support.
- Ensuring all accountabilities are met within timeframe and quality parameters.
- Ensuring that Sydney Trains and its staff remain compliant with the business rules and processes.

Key relationships

Who	Why
Internal	
Projects Improvement Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions
Managers	<ul style="list-style-type: none"> • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Finance and Commercial & Supply Chain	
Staff	<ul style="list-style-type: none"> • Problem resolution and providing advice on the usage of data such as the new Telematics system
Vehicle coordinators and Level 5 managers	<ul style="list-style-type: none"> • Provide reports on a regular basis • Ensuring Sydney Trains staff maintain compliance
External	
Vendor and Suppliers	<ul style="list-style-type: none"> • Coordinating updates on projects such as Telematics system
Unions	<ul style="list-style-type: none"> • Ensuring resolution of technical issues • Assist in providing information to external stakeholders

Role dimensions

Decision making

This position is fully accountable for the formulation of advice and coordination across all operational objectives.

- None applicable – role collaborates on all decision making

Collaborative decision making requirements of the position include:

- Data Analysis

- Compliance with Procedures
- Process and Business Improvement
- Benchmarking

Reporting line

- This role reports directly to the Project Improvement Manager.

Direct reports

- The role has no direct reports.

Budget/Expenditure

- Nil.

Essential requirements



- Tertiary qualifications in a relevant discipline or equivalent experience.
- Proven business improvement experience including prime accountability in the delivery of project with multiple stakeholders.
- Highly developed communication and presentation skills with the capacity to negotiate at a senior management level.
- Proven planning, problem solving and analytical skills with the ability to work through issues with moderate complexity and guide and/or coach others in the resolution of problems.
- Demonstrated communication and interpersonal skills to engage with, influence and build and maintain relationships with stakeholders.
- Highly developed Microsoft, communication, reporting and change management skills.

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	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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	<ul style="list-style-type: none"> • 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 • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

