

Role Description

Works Support Officer



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan /Regional and Freight/ Regional Maintenance
Location	Various
Classification/Grade/Band	USS 5-6
Role Number	50011038
ANZSCO Code	312112
PCAT Code	1338492
Date of Approval	August 2019
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 \$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.

Primary purpose of the role

The Works Support Officer is responsible for undertaking a range of project support activities to support the section's line management and project delivery staff in order to facilitate the effective and efficient delivery of scheduled works.

Key accountabilities

- Provide contract support services by preparing contract documentation, participating in the tendering process and administering contracts.
- Support the planning and delivery of works by preparing works management plans, maintaining training database, coordination of training and plant operator assessments investigating complaints from the public, carrying out asset inspections and maintaining asset facilities.

- Facilitate informed decision making by ensuring accurate collection and collation of project/works information using database management systems and undertaking initial analysis and presenting appropriately formatted reports to management.
- Maintain the section's Quality, WHS and Environmental Systems by applying relevant TfNSW information management policies and guidelines, maintaining appropriate records, conducting informal audits and assisting in the implementation of management systems.
- Assist in the development of resource schedules and procurement of resources following current guidelines and commercial principals and by liaising with the Works Supervisor and Project Engineers to acquire project information from approved plans and estimates.
- Contribute to the implementation of workplace change by facilitating continuous improvement initiatives to Regional Maintenance Delivery staff and the regular review of Quality, WHS and Environmental management systems and procedures.

Key challenges

- Researching and presenting information about project quality, work health and safety and environmental systems and work progress.
- Providing a wide range of project support activities both on and offsite to support the delivery of project time, cost and quality.
- Supporting the delivery of business unit outcome in a commercial project delivery environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Report to receive guidance and direction, determine organisational objectives • Escalate complex issues and problems
Safety, Environment and Quality Coordinators & Safety, Environment and Quality Officers	<ul style="list-style-type: none"> • Liaise to obtain and communicate information
District Works Manager, Engineering Staff, Works Supervisors	<ul style="list-style-type: none"> • Liaise to obtain and communicate information
Wages Staff	<ul style="list-style-type: none"> • Provide high level support and advice; collaborate and share information
External	
Contractors and suppliers	<ul style="list-style-type: none"> • Liaise, communicate and engage with stakeholders
Business and government agencies	<ul style="list-style-type: none"> • Engage with stakeholder to gather relevant information

Role dimensions

Decision making

The role has some autonomy determining day to day priorities in consultation with the manager.

Reporting line

This role reports to the Works Manager

Essential requirements

- Possess a current motor vehicle driver licence and required to work outside normal working hours or to 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

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.

Capabilities for Works Support Officer – USS5

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
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





NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		estimates <ul style="list-style-type: none"> Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Progression criteria for Works Support Officer from grade USS5 to Grade USS6 is subject to a submission and successful completion of WSO capability requirements assessed by a panel.

Capabilities for Works Support Officer – USS6

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and

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