

Role Description

Workshop Supervisor



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Regional and Outer Metropolitan /Regional and Freight/ Regional Maintenance/ Statewide Delivery/ Fleet Services
Location	Various
Classification/ Grade/ Band	USS 7
Role Number	Various
ANZSCO Code	321211
PCAT Code	1112192
Date of Approval	July 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 Workshop Supervisor is responsible for the management of workshop staff, and ensuring all matters relating to mechanical services are achieved. This position ensures the TfNSW fleet asset and the designated workshop area is maintained in accordance with legislative requirements.

Key accountabilities

- Supervise, plan and coordinate fleet servicing and maintenance activities, including managing and allocating project resources to ensure agreed time, cost, quality, safety and environmental targets are met.
- Control the Workshop Management System by scheduling and recording the allocation of jobs, monitoring timely, cost effective repairs and workshop income and expenditure to facilitate accurate Fleet maintenance records.
- Provide advice, direction, and regular feedback on workshop performance to motivate a team of mechanical tradespersons and apprentices in the delivery of mechanical services.

- Conduct on the job tutorials and assist with solving complex mechanical and hydraulic problems to provide mechanical training and instruction to workshop personnel, including apprentices.
- Facilitate the efficient delivery of mechanical services through communication, liaison, negotiation and coordination with internal and external clients to manage client relations.
- Provide recommendations on resources, productivity, work methods and associated costs in conjunction with the workshop staff to ensure the preparation of competitive estimates for major mechanical repairs / projects.
- Conduct the continual monitoring and controlling of workshop expenses and monthly income and expenditure statements and provide the Workshop Area Manager with feedback to ensure workshop budget projections are achieved.
- Adhere to current policies and procedures, and authorise purchase cards to ensure the procurement of spare parts and other services are carried out.

Key challenges

- Creating an inspiring and harmonious work environment for the team that fosters innovative and strives to achieve the commercial outcomes for TfNSW.
- Delivering quality mechanical services to a range of internal and external customers to agreed quality standards, budgets and timeframes.
- Providing a safe place to work by maintaining a critical focus on safety and environmental management issues within Fleet Services workshops.

Key relationships

Who	Why
Internal	
Workshop Area Manager	<ul style="list-style-type: none"> • Provide guidance and expert advice, Liaise to obtain and communicate information • Escalate complex issues and problems to that require a higher delegation
Site Teams and Team Leaders	<ul style="list-style-type: none"> • Provide high level support and advice; collaboration and share information
Plant and Truck Hire Manager	<ul style="list-style-type: none"> • Liaise to obtain and communicate information
External	
External Suppliers/ Sub-Contractors	<ul style="list-style-type: none"> • Develop and maintain effective relationships to facilitate outcomes • Resolve and provide solutions to issues • Provide advice and influence outcomes

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.

The role determines strategic priorities in consultation with the Workshop Area Manager and defers complex issues that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority including approval for expenditure.

Reporting line

This role reports to the Workshop Area Manager within the area of operation

Direct reports

This role will have a variable number of Direct and Indirect Reports including

- Workshop Team Leader
- Mechanical Tradespersons
- Remote based Mechanical Tradespersons
- Apprentices

Budget/Expenditure

As per the TfNSW Financial Delegations

Essential requirements

- Trade qualifications in a field related to earthmoving plant and equipment repairs and possess a MVRIC licence as a Motor Mechanic.
- Extensive experience in scheduling repair, maintenance and servicing of earthmoving plant, trucks and small equipment, including the qualifications to become an Authorised Inspection Station Examiner / Proprietor.
- Demonstrated ability to interpret technical specifications, engineering drawings, workshop manuals, hydraulic and electrical system diagrams.
- Demonstrated ability to implement and monitor WHS, quality and environment requirements in relation to the Workshop operations and to facilitate training.
- Possess a current motor vehicle driver licence and willingness to work outside of regular working hours and travel on occasion. The successful applicant may be required to attend after hour's emergency callouts.






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	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

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	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	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>necessary</p> <ul style="list-style-type: none"> • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Deliver Results	Adept	<ul style="list-style-type: none"> • 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	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 communication requirements • 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
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">Recognise performance issues that need to be addressed and work towards resolution of issues
