

Role Description

Operations Analyst



Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Operations, Customer & Place-making / Customer & Service Planning
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 8
Role Number	Various
ANZSCO Code	224999
PCAT Code	1111592
Date of Approval	July 2019
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to provide a range of rail operations planning and operations readiness advice, and to develop, manage and review documentation of operational requirements and readiness plans associated with the metro product for Sydney Metro.

As required, the role will work as part of operations groups across all of Sydney Metro to provide input with operations working groups and technical problem solving.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Provide advice and assist with operational planning activities for the Sydney Metro program, including contractors, TfNSW and related transport service providers
- Provide advice and assist with the development of commissioning and operational readiness activities for the Sydney Metro program, including contractors, TfNSW and related transport service providers
- Support the development of, manage and implement the Sydney Metro operational readiness plan to ensure an effective transition to successful customer operations for Sydney Metro.

- Provide advice and assist with the development of operational concepts for the Sydney Metro program
- Liaise with, influence and work collaboratively with Project Delivery Implementation Groups and major works contractors to support quality operational outcomes for the project
- Work closely with Operations Readiness and Operations Planning teams

Key challenges

- Keeping abreast of current and emerging best practice, Government policy and operational requirements
- Delivering high quality reference documentation for projects in a timely and cost effective manner in a complex project environment
- Managing the complexity and uncertainty associated with introducing new rail technology to Australia, combining a mix of new and converted infrastructure and interfaces to an existing operational network.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Contribute to planning, policy development and decision making
Operations teams	<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
Integrated project teams and wider Sydney Metro Office	<ul style="list-style-type: none"> • Build collaborative working relationships to achieve project objectives
External	
TfNSW and other Transport Operating Agencies	<ul style="list-style-type: none"> • Work cooperatively and proactively with divisions and operating agencies interfacing with the operational activities • Receive input to support the delivery or project outcomes
Key government agencies, contractors and service providers, local councils, property owners, neighbouring businesses and adjacent developers	<ul style="list-style-type: none"> • Build collaborative working relationships • Represent Sydney Metro on committees, working parties and related forums and advocate the position of the team in line with strategic and business plans

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes their operational priorities in consultation with the Associate Director. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided

Reporting line

Sydney Metro operates under a matrix reporting model across functional and implementation groups, or project workstreams

The role reports to the Associate Director Operations Planning

Direct reports

The role has no direct reports

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed

Essential requirements

Tertiary education in a relevant discipline or equivalent industry experience

Highly analytical, with advanced Microsoft Excel and other analytical tools

Understanding of rail/metro projects

Current NSW Drivers License





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
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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 • 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 Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Identify opportunities to use a broad range of communications technologies to deliver effective messages• Understand, act on and monitor compliance with information and communications security and use policies• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business• Support compliance with the records, information and knowledge management requirements of the organisation