

Role Description

Technical Director



Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure & Place / Western Harbour Tunnel and Beaches Link
Location	North Sydney
Classification/Grade/Band	TSSE 1B
Role Number	TBC
ANZSCO Code	133211
PCAT Code	1119192
Date of Approval	May 2020
Agency Website	https://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 \$55.6bn 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 & 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

This role is responsible for leading the provision of engineering services for both infrastructure and asset projects including the management of technical aspects, engineering assurance, reliability and operational readiness and urban design to ensure the delivery of designs that meet project time, costs, safety and quality standards. The role also provides engineering vision, leadership and direction and specialist technical advice and interfaces with agency engineering and technical subject matter experts. The Technical Director for Western Harbour Tunnel and Beaches Link (WHTBL) will be responsible for managing the technical elements of the program, spanning the three major projects – Western Harbour Tunnel, Warringah Freeway Upgrade and Beaches Link – ensuring a consistency of approach to technical matters, providing program-wide considerations to stakeholder and community impacts, and managing technical interfaces between the projects.

Key accountabilities

- Change Leadership – Lead change to support both the vision for Transport Infrastructure & Place Division and the development of customer focused change strategies, programs, projects and initiatives.
- Leadership – Motivate, encourage and inspire the development of a strong, effective, efficient, ethical and professional team with a clear focus on the delivery of planned outcomes and the continual development of the capabilities and capacities of the individual team members.
- Operational Management – Working with the Project Directors, develop and manage business plans, budgets and risk management plans consistent with the Transport for NSW Corporate Plan. Control costs, review and improve business systems and processes, and report monthly on activities, performance, trends and issues against plans and budgets.
- Project Management – Work in close collaboration with the Program Director and Project Directors to contribute to strategic planning, policy development, and decision making and the effective operation of governance mechanisms.
- Safety – Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
- Ethics and Probity – Promote the Public Sector Values of Integrity, Trust, Service and Accountability, and the organization’s Code of Conduct, and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.
- Engineering Services – Provide strategic advice and direct the management of technical aspects of projects including the technical contents of contract documents. Ensure that designs and as-constructed work comply with client functional and legislative requirements and adhere to design and engineering policies, processes and standards. Lead the conduct of technical investigations.
- Maintain Competencies - Manage the implementation and maintenance of an engineering competency framework for employees of TfNSW.
- Engineering Assurance – Provide subject matter expert advice across the full range of engineering and technical disciplines. Direct the review and approval of engineering and technical designs and related documentation including procurement documents. Lead the issuing of approvals to ensure that all personnel engaged in engineering activity are competent.
- Urban Design – Provide high level technical leadership and management in relation to urban design and ensure the design for all transport modes meets customer experience and transport product requirements around integration and master-planning principles and practice.
- Reliability and Operational Readiness – Provide high level review and advice to ensure minimum impact of projects on existing operations and that projects are commissioned and operationally ready in accordance with policies and procedures and prior to re/commencement of asset operations.
- Risk Management – Lead the development of plans to identify and mitigate key technical risks at each stage of the project lifecycle highlighting interdependencies. Contribute to the development of the divisional risk management strategies and tactical positioning.
- Environmental and Sustainability accountabilities – Work with the Program Director to ensure that design briefs and design outputs are consistent with the requirements of the environmental management system, conditions of approval, licensed requirements and sustainability targets.

Key challenges

- Establishing an effective framework for design, assurance and operational readiness to ensure the smooth transition through design, construction and commissioning to a fully functioning asset.

Building productive, collaborative and cooperative relationships with a wide variety of stakeholders and service providers to encourage innovation and ensure best practice technical services while delivering complex and difficult projects.

- Attracting, managing, developing and retaining the required technical expertise.
- Formulating advice and recommendations to the Program Director based on professional judgement and expertise, options and implications.
- Resolving issues often without precedence whilst keeping the Program Director and Project Directors informed of commercial impacts, political sensitivity, issues attracting media or community attention and emerging issues.
- Making strategic decisions and recognising and taking into account the current and future operating environment and policy directions of NSW Government in order to critically assess emerging issues.
- Developing linkages between work streams to ensure the engineering services component is embedded into the processes and practices of each major project.
- Keeping up to date and sharing on industry best practice.

Key relationships

Who	Why
Internal	
Program Director	<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
Direct reports	<ul style="list-style-type: none"> • Lead, inspire and motivate the team, provide direction and manage performance • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Place Making and Property teams	<ul style="list-style-type: none"> • Ensure project designs support the achievement of land use and development outcomes for the project
Project Directors and project teams	<ul style="list-style-type: none"> • Provide high level specialist advice and technical leadership in relation to the final transport product, network integration, constructability matters and urban design • Drive quality design and transport product outcomes • Review designs for the contract packages • Manage change that impacts multiple projects and resolve potential conflicts between projects • Identify best practice design and master-planning principles, incorporating access and interchange requirements • Provide leadership in systems, practices and facilitate knowledge sharing
TfNSW and Transport operating agencies	<ul style="list-style-type: none"> • Build collaborative working relationships, including with subject matter experts • Ensure WHTBL transitions from design and planning to implementation and operating motorway successfully within the existing network

Who	Why
External	
Major civil contractors, local councils, adjacent developers, transport organisations, government agencies, professional engineers and associations, service providers and regulators	<ul style="list-style-type: none"> • Build collaborative working relationships to ensure the timely, effective and efficient performance of all activities and to drive quality design and transport product outcomes • Represent WHTBL on committees, working parties and related forums and advocating 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 strategic operational priorities in consultation with the Program 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

The role reports to the Program Director

Direct reports

Direct reports for this role will be confirmed

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed

Essential requirements

Tertiary qualifications in engineering, or a relevant discipline and membership, or ability to become a member, of a relevant professional body

Extensive experience in the design of major transport projects, with a particular focus on large scale roads

Experience with and understanding of the legislation, policy, processes and practices involved in planning for and delivering major transport projects

Experience in interacting with a range of key stakeholders, both internal and external, while successfully delivering major projects






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	Advanced
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
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	Advanced	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives