

Role Description

Business Manager

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/ Commercial and Strategic Projects
Location	Various
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	51021350
ANZSCO Code	224711
PCAT Code	2221592
Date of Approval	August 2019
Agency Website	http://www.transport.nsw.gov.au/

Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role

The Business Manager leads and delivers high level business support and strategic advice to ensure the efficient functioning of the senior executive management and their respective Division/Branch. This includes managing all cross-functional issues affecting the group such as safety, financial and HR management, business processes, reporting, strategic planning and organisational improvement.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Guide and coordinate the business planning process for the Division/Branch, ensuring alignment with corporate strategies and initiatives
- Ensure strategies and plans developed by the Division/Branch are translated into meaningful performance targets, providing assurance and regular reporting for senior management
- Provide advice, technical expertise and operational support on a wide variety of business matters including all HR, finance and procurement submissions
- Prepare complex correspondence, briefing notes and reports in relation to specific projects, initiatives and issues ensuring that submissions are accurate, timely and have appropriate signoffs
- Ensure sound financial management for the Division/Branch, including planning, budgeting, reporting and control

- Oversee the procurement process within the Division, ensuring compliance with policies and procedures and providing strategic advice and assurance on all procurement submissions
- Lead, manage and coordinate administrative functions, including office procedures, purchasing and records management and ensure compliance of the Division/Branch with corporate administrative policies and procedures

Key challenges

- Leading an integrated and cohesive business planning process for a Division that has major accountabilities for organisational and business success
- Working in an environment of constantly competing priorities and managing these priorities to enable completion of projects while delivering day to day tasks in the required timeframes
- Using a high degree of understanding, analysis and judgement to ensure the Division is only involved in issues as necessary and that conversely, issues which require their attention are raised in a timely manner

Key relationships

Who	Why
Internal	
Executive 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 strategic planning, policy development and decision making
Branch Management within the Division	<ul style="list-style-type: none"> • Develop and maintain effective working relationships, collaborate on cross divisional projects and exchange information
Other TfNSW divisions and operating agencies	<ul style="list-style-type: none"> • Ensure an integrated and coordinated approach to the planning and delivery of projects
External	
Minister's Offices, service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	<ul style="list-style-type: none"> • Participate in forums, groups to represent agency and Provide advice and respond to requests for information

Role dimensions

Decision making

Support the Executive Director by providing timely and well informed support and management of matters across the Division and in overseeing all activities of the Office including issues management.

Reporting line

This role reports directly to Executive Director Commercial and Strategic Projects.

Direct reports

Nil.

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed.

Essential requirements

1. Tertiary qualifications in a relevant discipline, or equivalent experience.
2. Extensive experience in business planning and project management.
3. Experience in the development, management and improvement of business systems, change management initiatives and implementation of quality assurance processes.






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	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Advanced
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	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	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Act to prevent and report misconduct, illegal and inappropriate behaviour • 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	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 Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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 Finance	Advanced	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of direct provision or purchase of services • Understand and promote the role of sound financial management and its impact on organisational effectiveness • Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement • Respond to financial and risk management audit outcomes, addressing areas of non-compliance
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks