

Role Description

Transaction Officer



Transport
for NSW

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan / Networks and Assets/ Regional Maintenance/ Statewide Delivery/ Transaction and Governance
Location	Yennora
Role number	Various
Classification/Grade/Band	USS5
ANZSCO Code	531111
PCAT Code	1129192
Date of Approval	April 2020
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 \$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 numerous 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.

Regional and Outer Metropolitan

We engage with our customers and communities to deliver safe and tailored transport choices that connect regional NSW and contribute to strong economic growth and sustainability

We are a division with big responsibilities and ambitions for making regional NSW a better place to live, work and enjoy. We take a holistic view of regional transport. We plan, build and operate our transport network and services with our customer in mind. We improve the efficiency, reliability and safety of transport within and between regional cities and centres.

Primary purpose of the role

The Transaction Officer supports the commercial relationship between regionally located project teams, Suppliers and Contractors and Transport Shared Services (TSS) utilising established Transport Agency

procedures. The role will also ensure that all transactions are completed as per the NSW Government policy, and statutory requirements.

Key accountabilities

- Review, check and Process Contract and Panel Agreement payments to agreed standards and timeframes.
- Prepare and issue payment certificates by strictly adhering to Security of Payment Act (SOPA) requirements and completing timely receipting of goods and services.
- Assist at the end of month accruals, and reporting requirements, preparation of purchase order requests and amendments, variation letters, security deposits and coordinate periodic contractor performance reports and other transactional requires as directed.
- Record, capture and update data in various contract and payment related registers and systems, ensuring that the information is accurate, trackable, stored correctly, accessible, and complies with Agency administrative systems and processes.
- Utilise Procurement Systems and SAP to support contract administration duties and compliance with GIPA requirements.
- Maintain expertise in financial and contract management systems and provide system administration and support to ensure efficient and effective implementation and use of the systems.
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information.

Key challenges

- Balancing competing work priorities, responding to a range of payment claims, variation requests and purchase orders in line with agreed standards, timeframes and milestones.
- Establishing productive working relationships with stakeholders based within the various geographical locations.

Key relationships

Who	Why
Internal	
Transaction and Governance Manager	<ul style="list-style-type: none">• Complete assigned tasks.• Escalate issues, propose solutions and receive instructions
Procurement Unit Leadership team	<ul style="list-style-type: none">• Provide support as required, be a source of information of the status of payments, claims and variations on behalf of the Transaction and Governance Manager where required
Procurement Unit colleagues, including (Project and Works Managers, TSS clerical officers)	<ul style="list-style-type: none">• Be a source of information of the status of payments, claims and variations on behalf of the Transaction and Governance Manager where required• Action and keep relevant colleagues informed on the status of Variations, Claims and Accruals and, periodically

Work Support Officers & Project Engineers (internal clients)	<ul style="list-style-type: none"> Action and keep relevant colleagues informed on the status of Variations, Claims and Accruals and, periodically, required Contractor Performance Reports
External	
Contractors and Suppliers	<ul style="list-style-type: none"> Maintaining effective relationships, act as a liaison and subject matter expert on enquiries relating to Payment Claims and Payment Schedules
Other TfNSW divisions and Transport operating agencies and stakeholders, in particular, Transport Shared Services	<ul style="list-style-type: none"> Work cooperatively and proactively with internal organisations building solid working relationships and partnerships Working with TSS Officers to ensure the time-bound statutory requirements of the SOPA are being met

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. The role is accountable for the quality, integrity and validity of the service provided.

Reporting line

The role reports to the Transaction and Governance Manager.

Direct reports

Nil

Budget/Expenditure

As per the approved TfNSW Financial Delegations

Essential requirements

- Certificate IV in Business, Administration, Finance, Accounting and/or demonstrated relevant, equivalent professional experience.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<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 Stay motivated when tasks become difficult 	Intermediate
	 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and 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 affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Finance		
	Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational