Role Description
Manager Culture and Engagement

Cluster	Transport
Agency	**Sydney Trains**
Division/Branch/Unit	People and Corporate Affairs, Organisational Development Centre of Excellence (COE)
Location	Burwood
Role Grade or Band	RC7
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	51017338
ANZSCO Code	223100
PCAT Code	1224343
Job Code	81000415
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	May 2019
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

Group Rail is made up of Sydney Trains and NSW TrainLink.

Sydney Trains and NSW TrainLink were established in July 2013 as part of the integrated Transport authority and focus on providing sustainable, efficient and cost effective services by putting the customer at the centre of everything they do to delivering safe, reliable and clean rail services.

Sydney Trains provides train services throughout the Sydney CBD with **NSW TrainLink** connecting people and communities throughout NSW and serves regional communities bringing together intercity and regional rail services and coach for the needs of customers travelling longer distances

Primary purpose of the role

The primary purpose of this role is to deliver specific programs of work in culture and engagement and is based in the Organisational Development Centre of Excellence (COE). This includes the design, development and deployment of initiatives as articulated in the People and Organisational Development Strategies and Corporate Business Plans. This role works in the business to operationalise programs and engages with key internal stakeholders, senior leaders, other internal enabling functions, external suppliers and counterparts in the Transport Cluster and Agencies.

Key accountabilities

- Procure, deliver and evaluate culture and engagement programs with a one year outlook working with key internal stakeholders, senior leaders, other internal enabling functions, external suppliers and counterparts in the Transport Cluster and Agencies, and, the Senior Manager Organisational Capability.
- Manage all aspects of the program lifecycle ensuring that issues and risks are being managed within the culture and engagement portfolio.
- Work within the established governance frameworks including roles and responsibilities matrices, business processes, and assist in defining system configuration and set up, rules of engagement, service offerings, program evaluation frameworks and reporting dashboards.
- Create toolkits, blended learning materials and educational resources for employees at all levels.
- Provide inputs into presentations, correspondences, briefing notes and executive papers as required.
- Create an inclusive work environment where all team members feel positive about their contribution maintaining high regard for the organisational development brand.
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

Key challenges

- Consistently delivering high quality services in a complex stakeholder and business landscape that is undergoing continuous change.
- Working with and through people to achieve outcomes in a highly matrixed organisation where relationships are critical to success.
- Keeping pace with the depth, breadth and volume of delivery ensuring programs are 'fit for purpose' at the enterprise and Directorate levels taking into consideration the nuances of the various workforces.

Key relationships

Who	Why
Internal	
Director Organisational Development and Senior Manager Organisational Effectiveness	• Escalate issues and provide options for mitigating risks to program delivery • Receive advice and guidance on service delivery • Participate in discussions and provide inputs into decisions regarding programs • Highlight challenges and seek resolutions • Work within budget
Organisational Development COE Team Members; Executive and Senior Leaders	• Inspire and motivate team • Build and maintain effective relationships • Provide advice and solution resolutions
Key Stakeholders and Other Enabling Functions	• Build and maintain effective relationships • Role model a positive approach that showcases the organisational development brand
External	
Cluster and Agencies	• Participate in forums and working groups to represent Sydney Trains and share information
Suppliers	• Build positive relationships with key partners
Industry Bodies and Professional Associations	• Maintain specialist knowledge and skill

Role dimensions

Decision Making:

As per the delegations for the role

Reporting line:

Senior Manager Organisational Effectiveness

Direct Reports:

This role has no direct reports.

Budget/Expenditure:

As per the Sydney Trains Financial Delegations

Essential Requirements

Relevant degree qualifications in Human Resources, Adult Education, Learning and Development, Organisational Development, Organisational Change or related degree.

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

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Focus capabilities

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	• 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
Personal Attributes Value Diversity	Advanced	• Encourage and include diverse perspectives in the development of policies and strategies • Leverage diverse views and perspectives to develop new approaches to delivery of outcomes • Build and monitor a workplace culture that values fair and inclusive practices and diversity principles • Implement methods and systems to ensure that individuals can participate to their fullest ability • Recognise the value of individual differences to support broader organisational strategies
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	• 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

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Group and Capability	**Level**	**Behavioural Indicators**
Relationships Work Collaboratively	Advanced	• 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, 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	• 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	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals