Role Description
Document Controller

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/Branch/Unit	Motorways / Various
Location	Sydney
Classification/Grade/Band	USS7
Role Number	Various
ANZSCO Code	511111
PCAT Code	1227292
Date of Approval	April 2019
Agency Website	http://www.rms.nsw.gov.au/

Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

Primary purpose of the role

The Document Controller is responsible for the provision of document control services/functions as a key element of the quality control process supporting the management of major infrastructure projects. The Document Controller provides document support to all project management, engineering, site management, quality control processes and other project activities.

Key accountabilities

- Apply existing or develop new knowledge management systems, model documentation and templates to promote best practice and continuous improvement in contract and project management.
- Provide advice and support to the project team for, the storage and management of all project documentation, and the use of RMS corporate and project electronic document management systems

- Ensure high standards of quality are applied to the management, storage and access to project documentation.
- Receive, record, distribute and file all technical documentation, including coordinating all project correspondence, such as incoming and outgoing contractual documents,reports and briefs, designs and drawings, schedules, registers, specifications.
- Coordinate the receipt or dissemination of various reports and submissions to and from various government agencies.
- Manage document version and revision control, information security,document access, retrieval, and distribution, while meeting records management compliance obligations in accordance with contractual requirements.
- Ensure consistency in document control processes and procedures in accordance with agency policy..
- Maintain quality control over all design reviews and technical documents ensuringproject parties are working from the correct version
- Liaise with the document controllers of other project parties, particularly electronic document management system administrators. Manage RMS access and use of the project's electronic document management system
- Maintain current knowledge of RMS's technical specifications and standards, including the NSW State Records Act.
- Coordinate, maintain and update project-specific modifications to model technical specifications and tender documents and ensure their availability to project and contract managers.
- Identify opportunities for improvement to documentation control processes and procedures and act on improvement requests by project directors and their teams.

Key challenges

- Ensuring the consistency of, and compliance with corporate and project document and records management requirements.
- Understanding the breadth and subtleties of activities within a major project environment.
- Managing time and prioritising activities whilst ensuring a high quality standard of contract and other documentation.
- Recommending changes that improve the quality of relevant Motorways processes to ensure that best practice contract records management is in place.

Key relationships

Who	Why
Internal	
Project and Contract Managers	• Work Closely with them to make sure correct processes are in place throughout the project
Project Controls team	• Ensure you are working together consistently
External	
TfNSW and other Government agencies	• Liaise to ensure a consistent document management approach that is in line with policy
External Stakholders	• Work with project parties to ensure the timely and accurate distribution of project correspondence in accordance with established processes

Role dimensions

Decision making

The Document Controller is responsible for delivering work within agreed scope of the role, making suggestions and recommendations to line manager and project team as requires. The role defers to line manager in decision making.

Reporting line

TBA

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Proven or equivalent transferable experience with electronic records and document management systems; project management systems; asset and/or engineering management systems, in a project environment

Desirable

- Experience and understanding gained from a construction or engineering based work environment.

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	Foundational
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Foundational
	Technology	Intermediate
	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 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
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Work Collaboratively	Adept	• 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 Demonstrate Accountability	Adept	• 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 Project Management	Adept	• 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