

Role Description

Senior QRA Manager (Warringah Freeway Upgrade)



Transport
for NSW

| | |
|-----------------------------|---|
| Cluster | Transport |
| Agency | Transport for NSW |
| Division/ Branch/ Unit | Infrastructure and Place |
| Location | North Sydney, Various. |
| Classification/ Grade/ Band | TSSM |
| Role Number | TBC |
| ANZSCO Code | 135199 |
| PCAT Code | 2326492 |
| Date of Approval | May 2020 |
| Agency Website | http://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

The primary purpose of the role is to manage and coordinate the risk management function for the Project, ensuring that all elements of risk to the program / project are identified, analysed and reported, and solutions/mitigations are developed and implemented. The role provides a high level of professional guidance to all aspects of the scope of works of the organisation with regards to the identification, escalation and mitigation of risk, and drives an integrated approach to risk management, ensuring that risk management principles are embedded across the organisation and are compliant with relevant statutory requirements.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Monitor and manage risk to ensure the management of project delivery to TfNSW to the highest industry standards, on time and within allocated budgets

- Undertake quantitative risk assessment to support informed and evidence based decision-making within the project
- Build and promote a risk-aware culture across the project which includes increase levels of awareness, understanding and commitment to risk management issues, facilitating risk workshops as required
- Develop and implement risk reporting templates associated with monitoring project contingency and potential scope modifications made during the project
- Implement a program of risk reviews and reports which will facilitate an accurate understanding of actual and potential risk exposures across the program / project and assist in providing solutions and mitigations, including any required corrective actions.
- Ensure that risk identification, evaluation and mitigation is employed across the project to inform decision-making
- Develop, update and maintain risk registers which will facilitate the management of the project risk profile
- Provide subject matter expert advice to the project management team in relation to risk management
- Develop and implement risk strategies, plans and management systems to deliver effective and efficient risk management that supports the organisation to successfully achieve its objectives
- Implement and administer a rigorous and integrated risk management framework, to ensure all forms of risk are managed, and escalated appropriately
- Review actual and potential risk exposures across the organisation and assist in providing solutions including any required corrective actions, including the escalation of risks to the Executive in a timely manner
- Interface and work collaboratively with other projects within the program of works to ensure a thorough understanding of interfacing risks by senior program management
- Implement program wide risk systems and reports.

Key challenges

- Working in an evolving and dynamic environment where risks are constantly changing
- Providing strategic and operational guidance and support to the business to identify, manage and minimise actual and potential risk exposures

Key relationships

Relationships with both internal (within the department/agency) and external (outside the department/agency) stakeholders should be included where relevant. All roles require interaction with internal stakeholders, however some roles may not interact with external stakeholders.

| Who | Why |
|---|---|
| Internal | |
| Program Director; Project Director; Project Controls Manager; | <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 |
| Leadership / Management Team | <ul style="list-style-type: none"> • Lead, inspire and motivate the team, provide direction and manage |

| Who | Why |
|---|---|
| | performance |
| Other program Risk and QRA Managers | <ul style="list-style-type: none"> Key points of contact to define and understand inter project interface risks on the program. |
| External | |
| TfNSW Divisions, delivery partners, 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 share information Provide advice and respond to requests for information |

Role dimensions

Decision making

As per delegations for this role

Reporting line

Commercial Lead – Program/Project

Direct reports

The number of direct reports is to be confirmed.

Budget/Expenditure

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

Essential requirements






- Possess a strong track record of achievement in the application of risk management to major infrastructure projects and project delivery
- Hold Tertiary qualifications in a relevant discipline
- Possess a strong depth experience in the risk management of major projects;
- Have outstanding presentation and communication skills, with the ability to interact confidently with all levels of management to implement effective operational improvements;
- Have an advanced knowledge of ISO 31000 and risk management fundamentals, including frameworks, processes, systems and tools;
- Advanced capability in Quantitative Risk Assessments using specialist risk analysis software packages including @Risk

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 | Intermediate |
| | Work Collaboratively | Advanced |
| | Influence and Negotiate | Advanced |
|  Results | Deliver Results | Advanced |
| | Plan and Prioritise | Advanced |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Advanced |
|  Business Enablers | Finance | Advanced |
| | Technology | Intermediate |
| | Procurement and Contract Management | Adept |
| | Project Management | Highly Advanced |
|  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 Display Resilience and Courage | Advanced | <ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|----------|---|
| Relationships Communicate Effectively | Advanced | <ul style="list-style-type: none"> Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences Speak in a highly articulate and influential manner State the facts and explain their implications for the organisation and key stakeholders Promote the organisation's position with authority and credibility cross-government, cross-jurisdictionally and outside of government Actively listen, and identify ways to ensure all have an opportunity to contribute Anticipate and address key areas of interest for the audience and adapt style under pressure |
| Relationships Influence and Negotiate | Advanced | <ul style="list-style-type: none"> Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy Use sound arguments, strong evidence, and expert opinion to influence outcomes Determine and communicate the organisation's position and bargaining strategy Represent the organisation in critical negotiations, including those that are cross-jurisdictional, achieving effective solutions in challenging relationships, ambiguous and conflicting positions Pre-empt and avoid conflict across organisations and with senior internal and external stakeholders Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution |
| 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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|-----------------|---|
| Business Enablers Project Management | Highly Advanced | <ul style="list-style-type: none"> • Implement effective governance processes for acceptance of projects based on sound business cases • Use historical, political and broader context to inform project directions and mitigate risk • Obtain the commitment of key stakeholders to major project strategies, including cross-organisational initiatives, and ensure ongoing communication • Ensure that project risks are managed effectively and appropriate strategies are in place to respond to variance • Implement systems for monitoring and evaluating effective management, expenditure of project budgets and resources, to achieve organisational goals |
| People Management Optimise Business Outcomes | Adept | <ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes |