

# Role Description

## Executive Director

### Corporate Services



Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Corporate Services
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Band 2B
Senior Executive Work Level Standards	Work Contribution Stream: Professional / Technical / Specialist
Role Number	51016110
ANZSCO Code	132111
PCAT Code	3221392
Date of Approval	January 2019
Agency Website	<a href="https://www.sydneymetro.info/">https://www.sydneymetro.info/</a>
Rail Safety Worker	Yes

### Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

### Primary purpose of the role

The primary purpose of the role is to provide leadership and direction for Corporate Services functions to ensure the best contemporary standards are in place for business services, and financial management, including audit, risk, probity and reporting activities, and for the development, implementation and enhancement of communication and engagement, human and IT strategies across the organisation.

The position drives organisational efficiency through developing, implementing and continuously improving business systems and processes and examining strategic options to ensure that corporate services functions effectively meet the needs of a growing organisation. It drives a wide range of strategic and critical initiatives to improve delivery of organisational and workforce practices and performance, ensuring alignment with overall vision and objectives.

As a member of the Sydney Metro Senior Leadership Group, the role provides strategic leadership to sustain the organisation as a high performing, integrated team, contributing to the creation of a positive organisational culture

## Key accountabilities

- Model good leadership to inspire direction and delivery, develop people, and drive change
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Lead the provision of best practice financial planning, financial and management accounting, risk, audit, probity and business reporting services to ensure alignment of funding and revenue management and consistency with legislative reporting requirements and policy
- Direct the development and implementation of the Sydney Metro business systems, process improvement and information management functions in line with the Transport Cluster strategy, with a focus on integrated systems in accordance with statutory and government policy requirements
- Lead the provision of Business Support Services, in conjunction with TfNSW support divisions, in the provision of corporate and administrative advice and support services to the organisation across multiple office locations, including facilities, accommodation, and administrative requirements
- Direct the delivery and provision of information technology services, systems, equipment and infrastructure to enable team members across multiple sites to operate effectively within a changing and agile environment, and ensuring optimal service delivery and the prompt resolution of technical issues
- Direct the development and implementation of organisational development, workforce capability, resourcing and human resource management strategies and policies to provide a corporate framework and delivery plan that meets business needs
- Lead the development, implementation and management of all communications activities across the business, including strategies for community engagement, stakeholder management, media management, marketing and public affairs to build public awareness and support for projects, manage the reputation of the organisation and facilitate engagement between a wide range of key project stakeholders and Sydney Metro

## Key challenges

- Setting the overarching strategy and direction for the provision of corporate services to achieve highly efficient and cost-effective management and administration of the business
- Leading the planning and delivery of a broad scope of complex corporate services within an environment of constantly competing priorities
- Providing the highest professional levels of service delivery possible to key stakeholders while constantly working to improve operations, systems and practices.

## Key relationships

Who	Why
<b>Internal</b>	
CE, Sydney Metro	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise and receive instructions</li><li>• Provide high level strategic financial advice on financial position of the organisation</li><li>• Provide regular updates on key projects, issues and priorities</li><li>• Contribute to strategic planning, policy development and decision</li></ul>

Who	Why
	making
Sydney Metro Senior Leadership Group Audit & Risk, Finance & Investment Committees	<ul style="list-style-type: none"> <li>Set performance indicators and standards, reporting, performance tracking and analysis</li> <li>Develop and monitor reporting and controls</li> <li>Provide regular updates on key projects, issues and priorities</li> </ul>
Direct Reports and Corporate Services teams	<ul style="list-style-type: none"> <li>Inspire and motivate the team, provide direction and manage performance</li> </ul>
Sydney Metro business groups and wider office	<ul style="list-style-type: none"> <li>Develop strong relationships to enable the resolution of issues impacting on the seamless delivery of services and functions</li> <li>Ensure sound financial governance including budgeting, reporting and controls</li> <li>Ensure staff are aware of and work within regulatory and organisational policies, systems and procedures</li> </ul>
<b>External</b>	
TfNSW and other Transport operating agencies	<ul style="list-style-type: none"> <li>Manage and maintain relationships to facilitate provision of advice and exchange of information, analysis and commentary on issues and requirements</li> </ul>
Other NSW Government Agencies – NSW Treasury Local Government / Industry Bodies Contracted suppliers, providers	<ul style="list-style-type: none"> <li>Provide assurance for accuracy of financial performance, forecasting and reporting</li> <li>Manage relationships with various industry and stakeholders</li> <li>Share workforce development and business services practices across other large infrastructure delivery offices</li> <li>Bring insight from across economic, regulatory, political, and industry spheres to enable proactive risk management</li> </ul>

## Role Dimensions

### Decision Making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes strategic operational priorities in consultation with the Chief Executive, Sydney Metro. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the accuracy, validity and quality of strategic advice and reporting to the Sydney Metro Board, CE and Sydney Metro Executives as well as for effective management of financial resources.

### Reporting line

Sydney Metro operates under a matrix reporting model across functional and implementation groups, or project workstreams

The role reports directly to the Chief Executive, Sydney Metro

### **Direct Reports**

The role will have six direct reports

### **Budget / Expenditure allocation**

The budget/expenditure allocation for the role will be confirmed

### **Essential requirements**

Tertiary qualifications in a relevant discipline or equivalent experience

Experience in managing a large program, functional group or business at a senior level

Extensive knowledge of relevant acts and regulations and a comprehensive understanding of accounting principles, standards and practices

The role is identified as a Rail Safety Worker (RSW).

### **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](http://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.

This role also utilises an occupation specific capability set which contains information from the Finance Professionals capability set. The capability set can be found at:

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	<b>Act with Integrity</b>	<b>Highly Advanced</b>
	Manage Self	Advanced
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Advanced
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Highly Advanced
 Results	<b>Deliver Results</b>	<b>Highly Advanced</b>
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	<b>Demonstrate Accountability</b>	<b>Highly Advanced</b>
 Business Enablers	<b>Finance</b>	<b>Highly Advanced</b>
	Technology	Adept
	Procurement and Contract Management	Advanced
	Project Management	Advanced
 People Management	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

### 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
<b>Personal Attributes</b> Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> <li>Champion and act as an advocate for the highest standards of ethical and professional behaviour</li> <li>Drive a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government</li> <li>Define, communicate and evaluate ethical practices, standards and systems and reinforce their use</li> <li>Create and promote a climate in which staff feel able to</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Advanced	<p>report apparent breaches of rules, policies and guidelines and act promptly and visibly in response to such reports</p> <ul style="list-style-type: none"> <li>Promote a culture of quality customer service in the organisation</li> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>Identify and incorporate the interests and needs of customers in business process design</li> <li>Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Build a culture of respect and understanding across the organisation</li> <li>Recognise outcomes which resulted from effective collaboration between teams</li> <li>Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions</li> </ul>
<b>Results</b> Deliver Results	Highly Advanced	<ul style="list-style-type: none"> <li>Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation</li> <li>Identify, recognise and celebrate success</li> <li>Establish systems to ensure all staff are able to identify direct connection between their effort and organisational outcomes</li> <li>Identify and remove potential barriers or hurdles to ongoing and long term achievement of outcomes</li> <li>Initiate and communicate high level priorities for the organisation to achieve government outcomes</li> <li>Use own professional knowledge and expertise of others to drive organisational and government objectives forward</li> </ul>
<b>Results</b> Demonstrate Accountability	Highly Advanced	<ul style="list-style-type: none"> <li>Direct the development of effective systems for the establishment and measurement of accountabilities, and evaluate ongoing effectiveness</li> <li>Promote a culture of accountability with clear line of sight to government goals</li> <li>Set standards and exercise due diligence to ensure work health and safety risks are addressed</li> <li>Inspire a culture which respects the obligation to manage public monies and other resources responsibly and with probity</li> <li>Ensure that legislative and regulatory frameworks are applied consistently and effectively across the organisation</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Finance	Highly Advanced	<ul style="list-style-type: none"> <li>• Direct the development of short and long term risk management frameworks to ensure the achievement of government aims and objectives</li> <li>• Apply strategic management of financial and budgetary compliance and governance responsibilities within the organisation</li> <li>• Define organisational directions and set priorities and business plans with reference to key financial indicators</li> <li>• Anticipate operational and capital needs, and identify the most appropriate financing and funding strategies to meet them, through direct provision or purchase of services</li> <li>• Ensure that the organisation informs strategic decisions with appropriate advice from finance professionals</li> <li>• Establish effective governance to ensure the ethical and honest use of financial resources across the organisation</li> <li>• Actively pursue financial risk minimisation strategies, plans and outcomes for the organisation</li> </ul>
<b>People Management</b> Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes</li> <li>• Recognise talent, develop team capability and undertake succession planning</li> <li>• Coach and mentor staff and encourage professional development and continuous learning</li> <li>• Provide timely, constructive and objective feedback to staff</li> <li>• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> <li>• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li> </ul>