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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Group/Division/Branch** | Public Works Advisory |
| **Role number** | 00063881 |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 135112 |
| **PCAT Code** | 2339192 |
| **Date of Approval** | 21 January 2021 |
| **Agency Website** | www.drnsw.nsw.gov.au or www.publicworks.nsw.gov.au |

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.  
  
Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets.

Primary purpose of the role

The Digital Systems Manager Infrastructure & Management is responsible for developing and maintaining fully integrated systems, tools and processes that help drive optimised infrastructure, construction, advisory and emergency management project outcomes and contributes to the overall strategy and roadmap of the project controls ecosystem at PWA, ensuring the right mix of talent, process, structure and supporting technology is in place so that a coordinated, progressive approach is taken across the business.

The role also works closely with the business and clients to develop tailored, ‘outside the square’ solutions for large projects or programs of work, often in a fluid and rapidly evolving environment.

Key accountabilities

* Lead and coordinate the project control function to enable the effective management of cost, risk, schedule, outcomes, data and other processes whilst establishing and reinforcing ‘best of class’ practices and procedures.
* Provide strategic input and expert advice and recommendations to management pertaining to automation and integration opportunities (internal and external) enabling Management to make informed decisions on improved and new fully integrated systems, tools and processes.
* Assist with the coordination and standardisation of PWA’s electronic project data capture, management and reporting processes to improve and enhance the end product.
* Ensure that communication and data capture/access is seamless for remote job sites, project offices, clients, contractors, and vendors to improve the usability and output across NSW.
* Oversee the administration of various systems, including continuous improvement and training to ensure operational requirements are met.
* Work closely with the Senior Manager, Project Controls Business Systems on project control activities, as well as other core business system or process improvement initiatives.

Key challenges

* Leveraging one’s construction project experience and deep technical understanding of how systems can integrate to enhance information flow and efficiencies across the business and externally.
* Helping deliver a more coordinated, consistent and efficient approach to project data storage, sharing and reporting.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Manager Project Controls and Business Systems | * Provide strategic and operational advice and solutions to dovetail systems/data flows for ongoing and strategic programs * Escalate issues and provide solutions * Deliver tasks assigned |
| Director Business Operations Business Unit Directors | * Work in partnership with Senior Manager Project Controls and Business Systems to deliver improved, integrated solutions for PWA in the following growth areas -   + Engineering emergency management   + Construction project management, construction procurement and engineering design     - Work Health and Safety and Environmental field-based data capture   + Asset Management and Sustainability   + Program Assurance and Management |
| QSE Manager | * Assist in ensuring Quality, Safety and Environmental Certification standards are met |
| Procurement and Contract Management Improvement Team | * Work with the team to enable progressive improvement opportunities |
| **External** |  |
| Stakeholders | * Provide advice and solutions to dovetail systems/data flows for ongoing and strategic programs |
| Suppliers | * Liaise with suppliers * Support continuous improvement initiatives |

# Role dimensions

## Decision making

This role has autonomy and makes decisions that are under their direct control. The role refers to the Senior Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management.

This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

## Reporting line

Senior Manager Project Controls and Business Systems

## Direct reports

Business Process Systems Contractor

## Budget/Expenditure

As per the DRNSW Financial Delegations

Key knowledge and experience

* Experience in construction project delivery across various contract types across different sectors.
* Experience in implementing, maintaining, and supporting a variety of Project Control and Construction Management Systems (project, risk, quality, finance, reporting, and information management).
* Highly experienced in in developing and supporting user and business tools in the Microsoft technology stack for use within a construction project environment, including: .net framework; C#, SQL Server, Microsoft Azure, Office 365, Sharepoint, PowerBI, PowerApps, PowerAutomate.
* Exposure to other relevant industry tools such as Primavera P6, PRISM G2, Qlik Sense, Integrum.
* Experience with Data Warehouses and reporting.
* Excellent written and verbal communication skills with high level interpersonal skills are essential including the ability to facilitate meetings and training sessions will be required.

Essential requirements

* Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience  Ensure systems are in place to capture customer service insights to improve services  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 and encourage new ideas and innovative approaches   * Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | Advanced |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Champion the use of innovative technologies in the workplace  Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies  Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes  Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes  Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | Advanced |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | Adept |
|  | **Manage Reform and Change**  Support, promote and champion change, and assist others to engage with change | | Support teams in developing new ways of working and generating innovative ideas to approach challenges  Actively promote change processes to staff and participate in communicating change initiatives across the organisation  Provide guidance, coaching and direction to others who are managing uncertainty and change  Engage staff in change processes and provide clear guidance, coaching and support  Identify cultural barriers to change and implement strategies to address these | Adept |

# 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** |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | Manage and Develop People | | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Intermediate |