Role Description
Traffic Systems Supervisor

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan/ Regional and Freight/ Regional Maintenance/ Traffic Facilities
Location	Various
Classification/Grade/Band	Traffic Signals Staff Grade 8
Role Number	Various
ANZSCO Code	312412
PCAT Code	1229192
Date of Approval	November 2019
Agency Website	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 $51.2bn 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.

Primary purpose of the role

The Traffic Systems Supervisor is responsible for the planning of work on intelligent traffic systems, tunnel power and life safety equipment, including allocating and coordinating resources, developing team capabilities and monitoring team performance, to meet business objectives and contractual and statutory requirements.

The role will also manage minor projects and contribute significantly to the estimating/bidding process.

Key accountabilities

- Manage team and individual performance to meet the pre-agreed time, cost and quality targets, specifications and project requirements by supervising staff, ensuring effective and safe processes, coordinating resources and ensuring an appropriate skills mix by identifying skills gaps and providing guidance and training.
- Manage the risks of assigned intelligent traffic systems and tunnel power and life safety equipment maintenance and minor project work by coordinating the collection and reporting of ITS

equipment/material and working with the works teams to identify issues, develop solutions and to set and meet the time, cost and quality goals.

- Manage community and client relations and facilitate the efficient delivery of works through communication, liaison, negotiation and coordination with clients, local government, utility authorities and other government agencies.
- Manage the technical aspects of tunnel life safety systems and ITS systems using advanced electrical and electronic technologies, such as traffic control signals, variable message signs, changeable message signs, emergency telephones, tidal flow systems, traffic monitoring units by providing expert advice.
- Ensure contract specification, statutory and RMS policy compliance through the implementation of appropriate monitoring and auditing systems and addressing identified non-conformances with the works teams.
- Manage project administration by maintaining records of work performed, verifying expenditure, preparing competitive estimates including recommendations on resourcing, productivity, work methods and associated costs and carrying out billing for minor projects/parts of projects.
- Ensure the implementation of workplace change by facilitating continuous improvement initiatives and the regular review of staff management, quality, WHS and environmental management systems and procedures.
- Prepare job-specific work proposals for assigned traffic system projects by planning technical specification for minor projects and monitoring and reporting on work processes, safety procedures and daily site activities.

Key challenges

- Leveraging information and input from various sources to develop flexible and workable solutions to meet Agency customer expectations.
- Working with a range of internal and external stakeholders and suppliers to support and facilitate the effective delivery of works and projects deadlines and milestones to the required standards and targets within budget.
- Building effective working relationships with contractors, other agencies and stakeholders to ensure efficient and effective outcomes, given their varying expectations, viewpoints and interests.

Key relationships

Who	Why
Internal	
Manager	• Receive broad guidance, collaborate to determine high-level and strategic priorities, exchange information to drive the improvement process • Providing expert advice to support decision making • Escalate complex issues and problems • Act as a representative for the handover of new and re-worked traffic facilities assets
People Partners and Content experts across the organisation, including other Transport Agency Divisions	• Facilitate closer working relationships to share relevant information for the successful planning and delivery of traffic systems projects
Project Engineer	• Report to, receive guidance, direction and organisational objectives

Who	Why
	• Determine high level and strategic priorities • Escalate complex issues and problems • Collaborate and share relevant information
Traffic Signal Staff (Direct/Indirect Reports)	• Provide guidance, support, advice and mentor team members • Collaborate and build a productive relationships • Share information and provide input on issues
External	
External stakeholders, including Public and community	• Collaborate and build effective relationship, respond to queries
Contractors and suppliers	• Facilitate closer working relationships with consultants, contractors and other industry partners to deliver cost-effective services, solutions and meet government requirements. • Keep abreast of the latest trends in the industry

Role dimensions

Decision making

The role has some autonomy determining and setting work priorities with approved projects. The role will take ownership of assigned work and issues as they arise, and proactively suggest new strategies and processes for improving performance or address issues.

The role will provide technical expert advice and work collaboratively with internal and external stakeholders, and consult on and enlisting commitment to the effective delivery of specific works and project strategies.

The role will defer to the Manager on complex matters or issues that require a higher level of resolution or delegation for resolution.

Reporting line

The role is accountable and reports to the Project Engineer, Works Manager or the Traffic Facilities Manager, reporting lines vary depending on the region/location of the role

Direct reports

The role will have a variable number of direct and indirect reports

- Traffic Signal Technicians and Wages staff

Budget/Expenditure

Nil

Essential requirements

- Relevant trade qualifications and possess a qualified Supervisor's (Electrical) Certificate or a qualified Electrical Contractor's licence.

- Demonstrated experience in the areas of minor construction, maintenance and modification of traffic system and tunnel life safety system works with an understanding of the commercial aspects of the business.
- Proven ability to effectively manage and motivate direct control resources in a team environment through the development of a cooperative and participative workgroup to achieve the efficient delivery of project and business objectives.
- Demonstrated ability to effectively manage the planning and delivery of traffic systems projects to achieve time, cost, quality, safety and environmental objectives using direct control and contract resources.
- Demonstrated experience in interpreting plans and specifications for project works, estimating costs, duration and resources required for project activities and subsequently control costs and monitoring expenditure.
- Sound knowledge of and experience in implementing WHS management systems, including the development and review of Safe Working Method Statements.
- Proven ability to use specialised Information Technology software and hardware in the delivery of project and maintenance works.
- Possess and maintain a current motor vehicle driver licence and be willing to work outside regular working hours.

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	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Intermediate**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	**Intermediate**
	Project Management	Intermediate
People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	**Adept**
	Manage Reform and Change	Foundational

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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Report and manage apparent conflicts of interest
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
Relationships Influence and Negotiate	Intermediate	• Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
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
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Procurement and Contract Management	Intermediate	• Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Conduct delegated purchasing activities, complying with prescribed guidelines and procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
People Management Optimise Business Outcomes	Adept	• 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