Role Description
Team Leader Investigations

Cluster	Transport and Infrastructure
Agency	Roads & Maritime Services
Division/Branch/Unit	Compliance and Regulatory Services/ Compliance Management
Location	TBC
Classification/Grade/Band	USS9
Role Number	50013086
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	June 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

This role is responsible for first line supervision of the work undertaken by the Investigations team. This role o provides advice and recommendations on investigations and other reviews undertaken by the team to the Senior Manager, Compliance Management and manages bespoke projects undertaken by the team.

Key accountabilities

- Lead a team of investigators coordinating investigations utilising subject matter experts to provide risk based outcome focused compliance.
- Undertake and oversee investigations into issues of vehicle registration, driver licensing, regulatory program investigations and public passenger services.

- Develop and lead a team of professional investigation officers and ensure the team completes tasks on time and to the required level of quality.
- Identify improvement opportunities and initiate or undertake projects on behalf of the Senior Manager to drive continuous improvement.
- Prepare reports, briefs and correspondence, relating to vehicle compliance, investigations and assessments, which provide recommendations, accurate information and advice to branch management, Executive, the Minister and other agencies and stakeholders.

Key challenges

- Managing diverse stakeholder working relationships, ensuring a customer-centric approach at all times.
- Managing and monitoring a multidisciplinary team's performance, ensuring team members understand business objectives and work towards the delivery of agreed outcomes.
- Development of an expert view of regulatory programs fsor on road safety of all road users.

Key relationships

Who	Why
Internal	
Senior Manager	• Provide guidance, set direction and organisational objectives • Determine high level and strategic priorities • Escalate complex issues and problems
Compliance Management Teams	• Exchange information and intelligence • Maintain open lines of communication and sharing of network contacts • Work collaboratively across all teams • Use subject matter expertise as Investigation resources
Compliance Prosecutions Unit	• Build and maintain constructive and collaborative relationships • Share and exchange information
External	
TfNSW	• Build effective relationships and share information
VSCCS Certifiers	• Build effective relationships and share information •
Other Transport Jurisdictions including Federal Department of Transport & Infrastructure	• Build effective relationships and share information
Other NSW Government Agencies and Departments including NSW Police; Fair Trading and NHVR	• Build effective relationships and share information
Australian Motor Vehicle Certification Board and other industry bodies	• Build effective relationships and share information

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Role dimensions

Decision making

This role operates with a high level of autonomy and is expected to determine key operational objectives within the limits of delegated authority. The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

Reporting line

This role reports to the Senior Manager Compliance Management

Direct reports

This role has five (5) direct - Investigators

Budget/Expenditure

Nil

Essential requirements

- Certificate IV in Government Investigations and/or significant experience in conducting investigations to the criminal standard.
- Experience in managing a team undertaking investigations and projects, and providing highly technical advice to a variety of stakeholders on vehicle standards, in a format easily understood.
- Capacity to develop expert knowledge of road vehicles, driver licensing and associated compliance programs.
- Possess a current and valid Australian motor vehicle driver license and willingness to work outside normal working hours and travel on occasion.

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.

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

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	Advanced	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
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 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
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team

		capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks