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| **Cluster** | Premier and Cabinet |
| **Agency** | Department of Premier and Cabinet |
| **Division/Branch/Unit** | People & Operations Group / Transport Services |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | May 2021 |
| **Agency Website** | www.dpc.nsw.gov.au |

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to [www.dpc.nsw.gov.au/about/about\_the\_department](http://www.dpc.nsw.gov.au/about/about_the_department).

Primary purpose of the role

Undertake the daily scheduling and rostering duties to support the delivery of high level, customer focused logistics services to the Premier, Ministers and a range of VIP clients and stakeholders in NSW, whilst ensuring compliance with relevant award provisions, internal policies and procedures and work health and safety frameworks and guidelines.

Key accountabilities

* Support the delivery of high level, customer focused logistics services to the Premier, Ministry, nominated office holders, former office holders and also to support the Department’s general business needs, through the effective rostering, scheduling and management of the Department’s transportation services.
* Manage daily changes to scheduled requirements from key stakeholders and ensure all dispatch and scheduling functions are completed in a timely and accurate manner to ensure a safe and efficient logistics service.
* Monitor and report on driving and scheduling arrangements, and take necessary corrective action to ensure compliance with WHS Fatigue Management guidelines and policies.
* Develop and maintain effective working relationships with Offices of the Premier, Ministers and Leader of the Opposition, Former Office Holders and Cluster agencies for the coordination of transport services and related matters.
* Assist in the management of a large, complex and diverse workforce providing support in a range of areas including human resources, financial, procurement and workplaces administration to support the delivery of professional, customer focused transportation services for the department within relevant Award and legislative provisions, policies, procedures and work health and safety frameworks.
* Use digital technologies, scheduling systems and other computer based programs to manage, schedule and report on driving assignments, schedules and staff and ensure the completion of scheduled driving assignments, routine, and ad-hoc tasks. This will also include training and guiding staff on the efficient use of relevant scheduling and rostering computer based programs and applications.
* Work flexibly to provide support as required to ensure transport service requirements are met 24 hours per day, 7 days per week, with an awareness of critical and peak times for service delivery to clients.
* Assist with the monitoring, evaluation and reporting outcomes to inform operational decision making and ensure service delivery and business continuity processes across the Transport Services branch.
* Support the implementation of effective controls to minimise operational risk and compliance with service standards, work health and safety guidelines and frameworks and relevant policies, practices and legislative requirements.

Key challenges

* Maintaining effective and collaboration relationships with stakeholders with diverse and competing interests in order to facilitate optimal engagement and high service standards.
* Working under pressure to support a large and diverse workforce simultaneously with the regular and frequently changing needs of a high profile customer cohort.
* Maintaining confidentiality, discretion and tact amongst the Transport Services branch and with stakeholders to ensure client confidentiality and safety is upheld within an environment of political sensitivities.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| DPC Executive and Offices of the Premier, Ministers’ and Leader of the Opposition | * Maintain strong working relationships and partnerships to support effective service delivery outcomes. |
| Manager, Scheduling and Transport Services | * Provide advice and undertake agreed work objectives to support the work of the team and the branch objectives. * Alert Manager, Scheduling and Transport Services to issues which may escalate, or matters which may have unforeseen impact or risks, recommending actions to mitigate such issues. |
| Transport Services Branch | * Maintain strong and effective working relationships to ensure collaboration, communication and information exchange for efficient and effective support to the Ministry and other VIP clients and stakeholders. |
| Internal Stakeholders (including Workplaces, Digital & Information and Security) | * Liaising with internal stakeholders when additional expertise is required to solve operational issues. * Working with a range of staff to manage the requirements of the Transport Services Team and support competing needs and schedules. |
| **External** |  |
| Other NSW Government Stakeholders and private sector | * Develop and maintain effective, collaborative relationships and partnerships with other NSW Government stakeholders to facilitate the exchange of information, maintain positive relationships and enhance the effectiveness and quality of service delivery to Transport Services Branch clients. |

# Role dimensions

## Decision making

The Transport Services Scheduler:

* Manages own day to day work priorities and make decisions in relation to the quality of work performed and how to achieve work outcomes.
* is fully accountable for the content, accuracy, validity and integrity of advice and scheduling decisions provided.
* must consult with the Manager Transport Services – Scheduling and Operations on significant issues or conflicts arising in the course of work performed.
* operates within legislative and regulatory provisions, public sector frameworks, Department strategic and business plans, policies, delegations, budget and resource parameters.

Decisions which are referred to the supervisor include:

* Any requiring or resulting in significant changes to service delivery outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

## Reporting line

The role of Transport Services Scheduler reports to the Manager, Transport Services - Scheduling and Operations.

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Previous experience in providing logistics scheduling services.
* Knowledge of fatigue management, protocols and guidelines.
* Demonstrated experience using various computer applications, including Microsoft Word and Excel

Essential requirements

* Demonstrated experience providing customer-focused logistics services including rostering, scheduling or allocating support.
* Ability to work a rotating fortnightly shift roster and provide on-call weekend phone support to ensure service delivery 24 hours per day, 7 days per week as required.

# 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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Plan and coordinate allocated activities  Re-prioritise own work activities on a regular basis to achieve set goals  Contribute to the development of team work plans and goal setting  Understand team objectives and how own work relates to achieving these | Foundational |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | 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 | Foundational |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |