

# Role Description

## Interface Manager



Transport  
for NSW

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure and Place / Southern Motorways
Location	North Sydney, Mascot and other project locations
Classification/Grade/Band	TSSM
Role Number	51021244
ANZSCO Code	221112
PCAT Code	2119192
Date of Approval	June 2020
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### 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 \$55.6bn 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 organization, Transport for NSW – is comprised of numerous 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.

### Infrastructure and Place

We are a trusted partner to our clients, developing and delivering smart, integrated and sustainable infrastructure and places that are valued by our customers and communities.

### Primary purpose of the role

The primary purpose of the role is to strategically manage interfaces between the Sydney Gateway Program and third parties (especially Sydney Airport, ARTC, RailCorp, Sydney Trains, WestConnex, Sydney Water, Sydney Desalination Plant, Inner West Council and internal divisions of TfNSW), including with councils and interfacing assets/projects, throughout fast paced Design and Construct delivery phase.



## Key accountabilities

- Manage the interfaces between the Sydney Gateway Program and third parties contributing to facilitate optimal development and set the program up for successful procurement and delivery.
- Contribute to the management of interfaces between packages within the Sydney Gateway Program (and other projects as required such as early works) contributing to effective coordination and interface management between the projects that comprise the program of works.
- Provide strategic input into contract development to maximise efficiencies in the delivery and operations of the projects, and resolving issues and conflicting requirements in a timely manner.
- Manage a collaborative approach across the Sydney Gateway Program team to facilitate the planning and delivery of interface works, ensuring all issues are clearly understood by teams and addressed, and appropriate interventions developed and implemented.
- Provide timely, expert and strategic advice to senior management on interface activities, including risks and issues, and actions implemented to resolve them.
- Manage the development, assessment, negotiation, approval and execution of agreements between TfNSW and third parties.
- Support the operations of the Communication & Commercial work stream of the Sydney Gateway Program, by developing forward-looking plans to proactively identify and manage activities.

## Key challenges

- Understanding and communicating complex technical and commercial issues to the satisfaction of key stakeholders.
- Negotiating, resolving and documenting complex technical and commercial arrangements.
- Promoting innovative and appropriate commercial outcomes for TfNSW while maintaining appropriate ethical and confidentiality protocols.
- Managing key internal and external stakeholder relationships, addressing their diverse expectations and potentially conflicting agendas, fostering their optimal engagement and contribution to the development and implementation of commercial strategies.

## Key relationships

Who	Why
<b>Internal</b>	
Interface Lead / Project Director	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions.</li> <li>• Provide regular updates on key projects, issues and priorities.</li> <li>• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes.</li> </ul>
Project Team	<ul style="list-style-type: none"> <li>• Build collaborative working relationships to promote achievement of whole-of-project and whole-of-program success and to ensure consistent processes and communication.</li> <li>• Manage extensive internal consultation by identifying and resolving conflicts and / or impacts and providing a single co-ordinated response to interface issues.</li> </ul>
Infrastructure & Place, TfNSW	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships to facilitate consultation, collaboration, and exchanging information.</li> </ul>
<b>External</b>	
Key government agencies, contractors and service providers	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships to facilitate consultation, collaboration, and exchanging information.</li> </ul>

## Role dimensions

### Decision making

This role operates with a high level of autonomy within the requirements of the agreed work plan and establishes strategic and operational priorities in consultation with the Interface Lead.

The position is individually accountable for the quality, integrity and validity of the content of advice provided in relation to interface arrangements.

### Reporting line

Interface Lead.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

## Essential requirements

- Relevant tertiary qualifications or demonstrated equivalent professional experience.
- Extensive experience working in a commercial environment, with a capacity to demonstrate strong commercial acumen and understanding of commercial success drivers.
- Demonstrated experience in successfully leading the development and implementation of the third party interface agreements for major infrastructure projects, including live road and rail projects.
- Experience with and a sound understanding of the legislation, policy, processes and practices involved in planning for and delivering major projects within a government setting.

## 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.

### 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		
Capability group	Capability name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	Work Collaboratively	Highly Advanced
	Influence and Negotiate	Advanced
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Advanced
	<b>Project Management</b>	<b>Advanced</b>

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NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>• Model the highest standards of ethical behaviour and reinforce them in others.</li> <li>• Represent the organisation in an honest, ethical and professional way and set an example for others to follow.</li> <li>• Ensure that others have a working understanding of the legislation and policy framework within which they operate.</li> <li>• Promote a culture of integrity and professionalism within the organisation and in dealings external to government.</li> <li>• Monitor ethical practices, standards and systems and reinforce their use.</li> <li>• Act on reported breaches of rules, policies and guidelines.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding.</li> <li>• Translate technical and complex information concisely for diverse audiences.</li> <li>• Create opportunities for others to contribute to discussion and debate.</li> <li>• Actively listen and encourage others to contribute inputs.</li> <li>• Adjust style and approach to optimise outcomes.</li> <li>• Write fluently and persuasively in a range of styles and formats.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Advanced	<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>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Drive a culture of achievement and acknowledge input of others.</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives.</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined.</li> <li>• Control output of business unit to ensure government outcomes are achieved within budget.</li> <li>• Progress organisational priorities and ensure effective acquisition and use of resources.</li> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes.</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions.</li> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes.</li> <li>• Exercise delegations responsibly.</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others.</li> <li>• Conduct and report on quality control audits.</li> <li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts.</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions.</li> <li>• Implement effective stakeholder engagement and communications strategy for all stages of projects.</li> <li>• Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning.</li> <li>• Develop effective strategies to remedy variances from project plans, and minimise impacts.</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals.</li> </ul>