

Role Description

School Crossing Supervisor

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/ Branch/ Unit	Compliance and Regulatory Services
Location	Sydney
Classification/ Grade/ Band	Wages
Role Number	Various
ANZSCO Code	899913
PCAT Code	1119192
Date of Approval	April 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

The role is responsible for providing controlled school crossing services at designated school crossing sites and contributing to improving the safety of people on NSW roads.

Key accountabilities

- Provide effective school crossing supervisory services by being punctual, vigilant and confident on site during the specified times of coverage.
- Provide clear instructions to school students to assist them cross the road safely at designated school crossing sites in accordance with approved procedures.
- Maintain safe working practices to maximise the personal safety of all crossing users at designated crossing sites and identify and report safety issues as they arise.
- Monitor traffic and ensure traffic flow is not unduly disrupted by the operations of the designated children crossings sites.

- Ensure appropriate signage and warning signals are displayed and observable to traffic and crossing users at specified times.
- Provide a positive customer service experience in a polite and professional manner, consistent with the RMS corporate values and commitment to customer service.
- Adhere to the NSW Road Safety Standards and work timings, for more info visit website www.rmsservices.nsw.gov.au.

Key challenges

- Maintaining a working knowledge and understanding of relevant to NSW road safety and rules that are constantly changing.

Key relationships

Who	Why
Internal	
Coordinator School Crossing Program	<ul style="list-style-type: none"> • Interface between RMS and public. Ensure School children and other pedestrians are adhering to the NSW Road Safety during before and after school timings
External	
Children & Parents	<ul style="list-style-type: none"> • Assist adhere to the NSW Road Safety rules and regulations
Schools	<ul style="list-style-type: none"> • Co-ordinating with School administrations/teacher for the Road Safety programs
Other pedestrians	<ul style="list-style-type: none"> • Intervene and prevent potential dangers at crossing sites

Role dimensions

Decision making

Follow instructions provided by Coordinator (School Crossing Supervisor Program)

Reporting line

Coordinator - School Crossing Supervisor Program

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Current working with Children check
- A criminal history record check
- Knowledge and understanding of NSW road safety laws.
- Ability to meet the physical requirements of this position, standing/walking for extended periods, lifting/carrying necessary equipment in any weather.
- Pre-Engagement Medical assessment including an eyesight test (external applicants only)

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	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	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate

Group and Capability	Level	Behavioural Indicators
		behaviour <ul style="list-style-type: none"> • Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified