

# Role Description

## PMO Manager

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Engineering and Maintenance, Major Works, Electrical Isolations Improvement Program
Location	Clyde
Kind Of Employment	Permanent Full Time
Classification/Grade/Band	RC7
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	51010429
ANZSCO Code	151112
PCAT Code	1128392
Job Code	81000303
Health Assessment Category	Category 4
Vision	N/A Cat 4 Only
Date of Approval	29 October 2016
Agency Website	<a href="http://www.transport.nsw.gov.au/sydneytrains">www.transport.nsw.gov.au/sydneytrains</a>

### Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

### Primary purpose of the role

Lead and manage a team responsible for professional program support functions for the Electrical Isolation Improvement Program including processes for effective delivery of: key reporting functions; standardisation; project scheduling; continuous improvement activities; procurement and cost analysis and advice and; resource allocation and utilisation; benefits and quality management. Coordinate and regulate the financial position of the program and lead the business planning activities of Electrical Isolation Improvement Program to ensure consistency and alignment with TfNSW business plans, strategies, processes and procedures. Maintain and coordinate communication with internal and external clients and stakeholders, ensure information is disseminated effectively and that all internal and external reporting requirements for the Electrical Isolation Improvement Program are met.

## Key accountabilities

- Provide impetus for change across the program through the provision of data which supports both the vision for the Electrical Isolation Improvement Program and the development of customer focussed change strategies, programs and initiatives.
- Manage and coordinate the Unit's contribution to business plans, budgets and risk management plans, consistent with overall Division and Corporate Plans, control costs, review and improve business systems and processes, and report as required on activities, performance, trends and issues.
- Manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.
- Lead and direct the delivery of program management services for the Electrical Improvement Isolation Program encompassing key reporting functions; benefits management, quality management; standardisation; project scheduling; continuous improvement activities; procurement and cost analysis and advice and; resource allocation and utilisation.
- Actively participate in the strategic planning of the Electrical Isolation Improvement Program in relation to planning, reporting and scheduling activities and ensure planning and documentation enable quality outcomes. Manage and coordinate the Branch Business Plan and ensure Electrical Isolation Improvement Program objectives are aligned and consistent with TfNSW strategies and objectives.
- Represent the Electrical Isolation Improvement Program with a range of internal and external stakeholders in relation to the Electrical Isolation Improvement Program of work and create strong working relationships across Sydney Trains Portfolio Delivery Office and external organisations especially related to TfNSW units.
- Strategy – Actively participate in the strategic planning of the Electrical Isolation Improvement Program in relation to planning, reporting and scheduling activities and ensure planning and documentation enable quality outcomes.
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

## Key challenges

- Maintaining knowledge across a wide range of engineering projects and programs and providing professional support functions for program team members, and communication and information requirements for external organisations.
- Building and maintaining a robust system for the management and reporting of progress of project deliverables and documentation.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• For day to day work prioritisation, reporting and issue management</li></ul>
Program and team members	<ul style="list-style-type: none"><li>• For in-depth knowledge of processes required and for maintaining program integration requirements</li></ul>
Portfolio Delivery Office	<ul style="list-style-type: none"><li>• To report on program performance</li></ul>

Who	Why
Finance & Investment Management Group	<ul style="list-style-type: none"> <li>To assist in managing financials for the program and to report on program financials with relation to funding requests for the program</li> </ul>
<b>External</b>	
External service providers	<ul style="list-style-type: none"> <li>For procurement and contract management on behalf of the program</li> </ul>

## Role dimensions

### Decision making

As per the delegations of the role

### Reporting line

Program Lead

### Direct reports

3

### Budget/Expenditure

N/A

## Essential requirements

Tertiary qualifications in engineering, business or an equivalent discipline.






## 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.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Advanced
 <b>Results</b>	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Adept
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	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
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</li> </ul>
<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> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Build a culture of respect and understanding across the organisation</li> <li>Recognise outcomes which resulted from effective collaboration between teams</li> <li>Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions</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> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>• Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Negotiate clear performance standards and monitor progress</li> <li>• Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>• Provide regular constructive feedback to build on strengths and achieve results</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on performance of team in line with established performance development frameworks</li> </ul>