

Role Description

Senior Manager, Strategic Projects



Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Office of the Chief Executive
Location	680 George Street, Sydney
Classification/Grade/Band	TSSM
Role Number	51021110
ANZSCO Code	132411
PCAT Code	2551192
Date of Approval	April 2020
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to lead, develop and manage appropriate planning, governance, and control for strategic projects that support organisational strategies, corporate planning, policy, governance and performance management to drive the achievement of business and operational improvements and outcomes.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Lead, plan and manage a portfolio of strategic and business projects in the organisation to achieve business outcomes, generate efficiencies and deliver benefits in the short and long terms.
- Develop and lead the implementation of Strategy & Governance projects to ensure they are conducted in accordance with the highest standards of quality, accuracy, transparency and that processes are managed clearly with key stakeholders and to achieve set business outcomes.
- Manage key stakeholder relationships across Sydney Metro and collaborate with Senior Leaders and teams across the organisation to achieve project and business outcomes including supporting the coordination of Government, statutory and operational governance processes to achieve project milestones.

- Provide expert advice and recommendations to senior management, to enable the identification, assessment and management of emerging risks and issues and implement appropriate strategies and controls.
- Research and analyse issues and developments to contribute to high quality Ministerial and other high level advice, strategic documents, briefings, and correspondence which support informed decision making on key issues.
- Act as a key member of the Chief of Staff team and/or implement a portfolio of projects to ensure desired business outcomes are achieved.
- Develop and implement appropriate benefits realisation measures and monitoring to ensure that project benefits/outcomes are measurable and tracked.
- Work closely with the Director, Strategy & Governance to provide input to the development of projects, plans and strategies that support the achievement of business and operational improvements and/or outcomes.

Key challenges

- Working effectively across multiple stakeholder groups with competing demands to develop sound priorities, business understanding and to engender commitment to the implementation of projects to achieve business outcomes.
- Working closely with the business to design, analyse, document and develop projects which meet business and government requirements and support the achievement of business and operational improvements and outcomes.
- Working in an environment of constantly competing priorities and multiple stakeholders and managing these to enable completion of projects while delivering day-to-day tasks in the required time frames.

Key relationships

Who	Why
Internal	
Director Strategy & Governance	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Provides expert advice to management on strategic planning, governance, policy development and decision making
Office of the Chief Executive	<ul style="list-style-type: none"> • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcome
Integrated Project teams and wider Sydney Metro Office	<ul style="list-style-type: none"> • Build collaborative working relationships • Establish and maintain effective communication channels to enable the flow of information and promote project achievement • Provide expert advice; monitor and record progress of projects
External	
TfNSW and other Transport operating agencies	<ul style="list-style-type: none"> • Build collaborative working relationships
Service providers and contractors, community stakeholders, local councils and businesses	<ul style="list-style-type: none"> • Build collaborative working relationships

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes their strategic operational priorities in consultation with the Director, Strategy & Governance. The position holder is expected to lead and deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

Reporting line

Sydney Metro operates under a matrix reporting model across functional and implementation groups, or project workstreams.

The role reports to the Director, Strategy & Governance

Direct reports

NIL

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed.

Key knowledge and Experience

Experience at a senior level in a complex fast moving environment (e.g. matrix reporting model) managing complex projects and stakeholder relationships.

Sound knowledge of planning, governance and the machinery of Government, with applied experience at a senior level highly desirable

Essential requirements

Tertiary qualifications in a relevant discipline, or equivalent experience

Capabilities for the role



The [NSW public sector 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.


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes. • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Ensure that the organisation's systems, processes, policies and programs respond to customer needs 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions Network extensively across government and organisations to increase collaboration Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and business goals Exercise due diligence to ensure work health and safety risks are addressed Oversee quality assurance practices Model the highest standards of financial probity, demonstrating respect for public monies and other resources 	Advanced

FOCUS CAPABILITIES

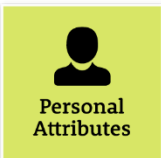
Capability group/sets	Capability name	Behavioural indicators	Level
	Project Management	<ul style="list-style-type: none"> Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning 	Adept
	Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives its expected benefits Monitor the completion of project milestones against goals and take necessary actions Evaluate progress and identify improvements to inform future projects 	

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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate