

Role Description

Capability Manager



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Train Crewing & Support/ Training & Capability
Location	Sydney
Classification/Grade/Band	RC7
Senior Executive Work Level Standards	Work Contribution Stream: Service/Operational Delivery
Kind of Employment	Permanent Full Time
Role Number	51017440 / 51017441
ANZSCO Code	223311
PCAT Code	3229192
Job Code	81000348
Health Assessment Category	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	July 2019
Agency Website	www.sydneytrains.info

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

The Capability Manager is responsible for embedding the TC&S Capability Framework; seeking opportunities to continually improve, ensuring that training is designed and delivered in accordance with high quality standards, global best practice whilst leveraging advanced technology.

This role will develop and foster strong relationships with associated stakeholder groups and business service providers across Sydney Trains and TfNSW to actively seek opportunities to uplift capability within the training community, streamline training delivery and drive integrated and collective outcomes across all stakeholder groups.

Key accountabilities

- Design and maintain initial employment training and ongoing capability training to deliver high standards of customer service, including review and refresh of training and assessment materials across a range of TCS curriculum ensuring full consultation with appropriate subject matter experts.
- Seek opportunities to review, uplift and monitor trainer effectiveness and devise innovative and effective continuous improvement initiatives to ensure Trainee performance indicators across curriculum milestones are achieved.
- Develop, design and maintain Trainer capability metrics whilst reporting this performance information with frontline leaders to manage and enable the consistent provision of trainer capability
- Champion the transition to and adoption of new technology to deliver agile training models
- Development of initiatives and strategies to ensure KPIs are met and aligned to operational requirements and workforce planning forecasts for graduate progression
- Develop continuous improvement initiatives for the training program by gathering and evaluating qualitative and quantitative data and feedback from trainers, trainees and graduates
- 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

- Supporting transformational and cultural change given the range of internal and external stakeholders with potential resistance to change
- Connecting the training community and establishing community of practice principals to deliver results in a complex operational environment that is geographically challenged
- Working in an industrially sensitive operational and complex environment with legacy systems and processes, limited enterprise wide systems whilst concurrently undergoing significant change

Key relationships

Who	Why
Internal	
Associate Director Training and Capability; TCS Management	<ul style="list-style-type: none">• Contribute to strategic forecasting and pipeline priorities• Provide timely, compelling and concise expert advice, receive instructions
Manager Crew Trainees; Manager Trainee Operations	<ul style="list-style-type: none">• Accurate trainee progress and performance management throughout programs• Training requirements for future project demand
Associate Director Workforce Planning; Day of Operations Resourcing Manager	<ul style="list-style-type: none">• Mid to long term planning and alignment• Trainee/trainer rostering
External	
TfNSW Learning & Development	<ul style="list-style-type: none">• Optimise program efficiencies and outputs• Curriculum duration and changes to duration
Professional forums, working groups	<ul style="list-style-type: none">• Best practice workforce planning

Role dimensions

Decision making

As per the delegations for the role

Reporting line

Director Crew Training & Capability

Direct reports

TBC

Budget/Expenditure

\$2M plus influence on CSD training budget of \$1M

Essential requirements






Tertiary qualifications/experience in training, organisational development or equivalent experience in a related field

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	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • 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
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Advanced	<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 • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> • Actively promote change processes to staff and participate in the communication of change initiatives across the organisation • Provide guidance, coaching and direction to others managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these