Role Description
Transaction Officer

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan / Regional and Freight / Regional Maintenance/ Statewide Delivery
Location	Yennora
Classification/Grade/Band	USS Grade 5
Kind of Employment	Ongoing
Role Number	50009395
ANZSCO Code	531111
PCAT Code	1129192
Date of Approval	January 2020
Agency Website	www.transport.nsw.gov.au

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 organisation – Transport for NSW – is comprised of nine 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.

Regional and Outer Metropolitan

We engage with our customers and communities to deliver safe and tailored transport choices that connect regional NSW and contribute to strong economic growth and sustainability

We are a division with big responsibilities and ambitions for making regional NSW a better place to live, work and enjoy. We take a holistic view of regional transport. We plan, build and operate our transport network and services with our customer in mind. We improve the efficiency, reliability and safety of transport within and between regional cities and centres.

Primary purpose of the role

The Transaction Officer supports the commercial relationship between regionally located project teams, Suppliers and Contractors and Transport Shared Services (TSS), using established Transport procedures.

The Transaction Officer will also ensure that all transactions are completed in accordance to the NSW Government sector core values, delegations, and the Transport Agency policy, procedures and statutory requirements processes.

Key accountabilities

- Review, check and Process Contract and Panel Agreement payments.
- Prepare and issue payment certificates by strictly adhering to Security of Payment Act (SOPA) requirements and complete the receipting of goods and services.
- Assist in the preparation of purchase order requests and amendments, variation letters, Security Deposits and coordinate periodic Contractor Performance Reports and other transactional requires as directed.
- Record, capture and update data in various contract and payment related registers and systems;
- Assist with end of month accruals and reporting requirements;
- Utilise Procurement Systems and SAP to support contract administration duties and compliance with GIPA requirements;
- Maintain expertise in financial and contract management systems and provide system administration and support to ensure efficient and effective implementation use of the processing systems.
- Provide a central liaison point by managing and responding to a range of internal and external stakeholder enquiries, including identifying the appropriate person to redirect queries to where required for a proper response as per relevant Policies, Procedures, and Legislative requirements.

Key challenges

- Establishing and maintaining a productive working relationship with project and works managers, TSS clerical officers and external suppliers and contractors within the various geographically locations to ensure the best service.
- Balancing competing work priorities and deadlines to address a large number of Claims for Payment, Variation Requests and Purchase Orders in line with agreed standards, timeframes and milestones, given tight deadlines and the need to maintain accuracy and attention to detail.

Key relationships

Who	Why
Internal	
Transaction and Governance Manager	- Key relationship manager, report to, and receive broad guidance, determine priorities and receive instructions to complete assigned tasks - Escalate complex issues and problems collaborate to identify and propose solutions
Procurement Unit colleagues	- Provide support and confidence that payments, claims and variations will be actioned in-full and on-time in accordance with contract terms and statutory requirements - Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Procurement Unit Leadership team	- Act as a source of information of the status of payments, claims and variations when the Transaction and Governance Manager is absent.

Who	Why
Work Support Officers and Project Engineers (internal Client)	• Action and keep relevant colleagues informed on the status of Variations, Claims and Accruals and, periodically, required Contractor Performance Reports.
External	
Contractors and Suppliers	• Provide advice and respond to requests for information as subject matter expert on enquiries relating to Payment Claims and Payment Schedules
Other TfNSW divisions and Transport operating agencies and stakeholders, in particular Transport Shared Services	• Develop and maintain effective relationships and open channels of communication with internal organisations to build a solid working relationships and partnerships • Collaborate with TSS Officers to ensure the time-bound statutory requirements of the SOPAct are being met

Role dimensions

Decision Making

The role is accountable for the delivery of assigned work and will be accountable for the quality, integrity and validity of the service provided.

The role will ensure that all work related operations are completed in accordance to the Government sector core values, delegations, and the Transport Agency policy, procedures and statutory requirements processes.

The role defers to the Manager on complex matters or issues that require a higher level of resolution or delegation.

Reporting line

The role reports to the Transaction and Governance Manager.

Direct Reports

The role has no direct reports

Budget/Expenditure

Nil

Essential requirements

• Certificate IV in Business, Administration, Finance, Accounting or relevant discipline and/or demonstrated extensive relevant experience in a similar role.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
Business Enablers	**Finance**	**Intermediate**
	Technology	Intermediate
	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 Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation

Group and Capability	Level	Behavioural Indicators
		• Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Finance	Intermediate	• Prepare core financial information accurately and present in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these • Take account of financial and budget implications, including value for money in planning decisions • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending