Role Description
Transport Operations Manager

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure and Place/Real Estate and Placemaking/TARP
Location	Sydney CBD
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	51014388
ANZSCO Code	132111
PCAT Code	1333334
Date of Approval	December 2018
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a $41.5bn program – the largest this nation 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.

Primary purpose of the role

The Transport Operations Manager is an integral strategic team member of a working group team that develops integrated transport and precinct property development-based outcomes. The team is a central point of contact within the transport cluster for private sector developers to discuss proposals, both unsolicited and/or requested. The role will deliver an 'outside parties coordination role' superseding the current fragmented systems across agencies and the TfNSW cluster. The role will provide a transparent, efficient interface process operating with inscrutable probity and direct and improved communication with the private sector.

Key accountabilities

- Represent Transport for NSW at the highest level across the transport agencies to define and develop workstreams that initiate projects and programs that achieve value for Government.
- Develop strategies that option the development or redevelopment of existing assets to maximize their potential value; encouraging urban growth around Government owned 'assets, land or buildings'.
- Work with the team to develop pathways and clearance strategies that option transport land-use and interface with existing stakeholders to deliver the outcome.

- Coordinate key transport cluster stakeholders to ensure transparency by articulating proposals, ensuring scope and timelines are understood and appropriate governance is initiated for the successful delivery of projects.
- Actively collaborate with transport agencies to ensure that the required transport outcomes and benefits are documented to ensure an auditable financial budget is realised and can be adjusted throughout the implementation phase.
- Responsible and transparent communication across the transport agencies and external agencies to inform government decision for transport related development projects.
- As required initiate property development proposals for private sector involvement that aligns with the creation or renewal of transport infrastructure.

Key challenges

- Enabling strong team cooperation and collaboration to ensure cross branch sharing of objectives and outcomes with those who are significant partners in the end-to-end process of transport related precinct renewal.
- Championing the development of innovative, commercial solutions for transport related precinct renewal.
- Create strong stakeholder relationships to articulate transport development opportunities across transport and government assets.
- Drive and manage outcomes that may not always be palatable to stakeholders taking them on a journey that creates outcomes that benefit both government and the agency.
- Drive objective that may clash with competing priorities with another stakeholder that or transport agency.

Key relationships

Who	Why
Internal	
Senior Executives across the Transport Cluster	- Escalate issues, keep informed, advise and provide regular updates on key projects, issues and priorities. - Contribute to strategic planning, policy development and decision making. - Coordinate and manage stakeholder communications for lease clearance process
External	
Service providers, Providers of specialist contracting & consultancy services, Other government agencies (State and Commonwealth); Private sector groups; Corporate & industry associations	- Participate in forums, groups to represent agency and share information - Provide advice and respond to requests for information

Role dimensions

Decision making

As per the delegated level of the role.

NSW
GOVERNMENT

Reporting line

Reports to the Associate Director Commercial Development Projects

Direct reports

Management of contractors and or consultants as required

Budget/Expenditure

To be confirmed

Essential requirements

- Tertiary qualification in a relevant discipline or equivalent experience.
- Demonstrated experience in brownfield transport infrastructure planning and construction.
- Demonstrated experience in feasibilities and business cases.
- An understanding of transport infrastructure, legislative and planning frameworks.

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	**Advanced**
	Manage Self	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Advanced
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	**Advanced**
	Think and Solve Problems	Advanced
	Demonstrate Accountability	**Advanced**
Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	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	Advanced	• Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government

Group and Capability	Level	Behavioural Indicators
		• Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Advanced	• 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	• 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	• 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
Results Plan and Prioritise	Advanced	• Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Demonstrate Accountability	Advanced	• 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	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Optimise Business Outcomes	Adept	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Keep others informed about progress and performance outcomes