# Role Description
# **Business Coordinator**

| Cluster | Transport |
|---|---|
| Agency | Transport for NSW |
| Division/Branch/Unit | Various |
| Location | Various |
| Classification/Grade/Band | Grade 7 |
| Role Number | Various |
| ANZSCO Code | 224711 |
| PCAT Code | 3228391 |
| Date of Approval | March 2018 |
| 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 $57.5bn 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 numerous 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.

## Primary purpose of the role

The primary purpose of the role is to assist in the provision of high level business support services to facilitate the delivery of business operations to agreed standards.

## Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Assist in the coordination of business planning processes for the Branch, ensuring alignment with corporate strategies and initiatives
- Draft strategies and plans for approval by the Branch to be translated into meaningful performance targets, as well as provide assurance and regular reporting for senior management.
- Provide or source advice, technical expertise and operational support for the Unit and the Branch's main functions on a wide variety of business matters including all HR, finance and procurement submissions
- Draft correspondence, briefing notes and reports in relation to specific projects, initiatives and issues ensuring that submissions are accurate, timely and have appropriate signoffs.

- Contribute to the sound financial management for the Branch, including planning, budgeting, reporting and control
- Assist in the procurement process within the Branch, ensuring compliance with policies and procedures and providing strategic advice and assurance to senior executives on all procurement submissions
- Undertake administrative functions, including office procedures, purchasing and records management and ensure compliance of the Branch with corporate administrative policies and procedures

## Key challenges

- Balancing the administrative service needs of unit staff consistently, given the high volume of work and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Reporting Manager | • Escalate issues, keep informed, advise and receive instructions<br>• Provide regular updates on key projects, issues and priorities<br>• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes |
| Other TfNSW divisions and operating agencies | • Build collaborative working relationships to ensure seamless delivery of services |
| Clients/customers | • Manage expectations and provide services |
| **External** | |
| Customers/stakeholders | • Monitor, direct and address enquiries |

## Role dimensions

### Decision making

As per the delegation of the role.

### Reporting line

This role reports directly to a Senior Manager.

### Direct reports

The role has no direct reports.

### Budget/Expenditure

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

# Essential requirements

Tertiary qualifications in a relevant discipline, or equivalent experience.

# 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** | **Adept** |
| | Value Diversity | Foundational |
| Relationships | **Communicate Effectively** | **Intermediate** |
| | **Commit to Customer Service** | **Adept** |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Intermediate |
| Results | **Deliver Results** | **Intermediate** |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Intermediate |
| Business Enablers | Finance | Intermediate |
| | **Technology** | **Adept** |
| | Procurement and Contract Management | Intermediate |
| | Project Management | 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** |
| **Personal Attributes**<br>Manage Self | Adept | • Look for and take advantage of opportunities to learn new skills and develop strengths<br>• Show commitment to achieving challenging goals<br>• Examine and reflect on own performance<br>• Seek and respond positively to constructive feedback and guidance<br>• Demonstrate a high level of personal motivation |
| **Relationships**<br>Communicate Effectively | Intermediate | • Focus on key points and speak in 'Plain English'<br>• Clearly explain and present ideas and arguments<br>• Listen to others when they are speaking and ask appropriate, respectful questions<br>• Monitor own and others' non-verbal cues and adapt where necessary<br>• Prepare written material that is well structured and easy to follow by the intended audience<br>• Communicate routine technical information clearly |
| **Relationships**<br>Commit to Customer Service | Adept | • Take responsibility for delivering high quality customer-focused services<br>• Understand customer perspectives and ensure responsiveness to their needs<br>• Identify customer service needs and implement solutions<br>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers<br>• Maintain relationships with key customers in area of expertise<br>• Connect and collaborate with relevant stakeholders within the community |
| **Results**<br>Deliver Results | Intermediate | • Complete work tasks to agreed budgets, timeframes and standards<br>• Take the initiative to progress and deliver own and team/unit work<br>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals<br>• Seek and apply specialist advice when required |
| **Business Enablers**<br>Technology | Adept | • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks<br>• Identify opportunities to use a broad range of communications technologies to deliver effective messages<br>• Understand, act on and monitor compliance with information and communications security and use policies<br>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business<br>• Support compliance with the records, information and knowledge management requirements of the organisation |

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