Role Description
Transition Manager

Cluster	Customer Service
Agency	Service NSW
Division/Branch/Unit	Integration
Location	Sydney
Classification/Grade/Band	Grade 11/12
ANZSCO Code	224999
PCAT Code	1229191
Date of Approval	
Agency Website	https://www.service.nsw.gov.au

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

Primary purpose of the role

To lead the transition of new services to Service NSW. This role will work closely with Agency, Service NSW and Customer Service Cluster resources to plan and implement the integration of new services to Service NSW.

Key accountabilities

- Lead and oversee all aspects of project development and implementation across a number of complex transition projects, including preparing business cases and project plans, establishing appropriate governance, identifying, allocating and managing resources, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and in line with the cluster project management methodology.
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and project deliverables are met. Stakeholders include internal colleagues across the Service NSW business and within the Customer Service Cluster.
- Provide expert advice and information to stakeholders on emerging project issues and present recommendations to support project delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.
- Develop and implement strategies and tools for the continuous monitoring and evaluation of projects, including risk and contingency management, benefits realisation, and project impact and quality measures, to identify and address issues and assess project progress and overall effectiveness

Key challenges

- Manage complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests along with the Service NSW's and the Customer Service Cluster's capacity to absorb change.
- Understand complex operating procedures across the broader Customer Service Cluster and Agency environments.
- Achieve multiple project objectives, given tight deadlines, and identify project interdependencies and balance competing demands and priorities as well as manage and embed multiple change programs.

Key relationships

Who	Why
Internal	
Director Integration	- Receive advice and report on progress toward business objectives and discuss further direction - Provide expert advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions

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Project Manager	● To provide support and advice on specific issues.
Directors Service Delivery	● To provide support and advice on Service specific issues.
Service Delivery Operations Team	● Ensure a coordinated approach to operational requirements and strategies across the business.
Transition Analyst	● Provide support and leadership as part of an effective working team
External	
Other agencies	● Plan and implement the transition of operations to Service NSW
SMEs across the Customer Service Cluster	● Plan and implement the transition of operations to Service NSW

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Reports directly to the Director Integration.

Direct reports

Up to 1 x Transition Analyst

Budget/Expenditure

None

Essential requirements

- Tertiary qualifications in program/ project management or a related discipline or equivalent knowledge and experience.
- Demonstrated operational experience and a strong understanding of service delivery operations
- Proven change Management experience
- Demonstrated high-level skills in negotiation, liaison and collaboration for working with external and internal stakeholders
- Strong verbal and written skills, proven ability to organise and facilitate workshops.

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

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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**	**Advanced**
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Advanced
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
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.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Advanced	● Stay calm and act constructively in highly pressured and unpredictable environments ● Give frank, honest advice in the face of strong, contrary views ● Accept criticism of own ideas and respond in a thoughtful and considered way ● Welcome new challenges and persist in raising and working through novel and difficult issues ● Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Work Collaboratively	Adept	● Encourage a culture of recognising the value of collaboration ● Build co-operation and overcome barriers to information sharing and communication across teams/units ● Share lessons learned across teams/units ● Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Think and Solve Problems	Advanced	● Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues ● Work through issues, weigh up alternatives and identify the most effective solutions ● Take account of the wider business context when considering options to resolve issues ● Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements ● Implement systems and processes that underpin high quality research and analysis
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 Reform and Change	Adept	● 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

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		● Identify cultural barriers to change and implement strategies to address these

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