

# Role Description

## Manager Competency & Classification



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	People and Corporate Affairs/People & Change / Engineering and Maintenance
Location	Clyde
Classification/Grade/Band	RC7
Kind of Employment	Permanent
Role Number	TBA
ANZSCO Code	223000
PCAT Code	1228282
Job Code	81000227
Health Assessment Category - Safety	Category 4
Vision	Normal
Hearing	N/A - Cat 4 Only
Date of Approval	January 2019
Agency Website	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a>

### 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 Manager Competency and Classification is responsible for develop an end to end competency management framework (from safety legislation through to training delivery) for technical and non technical employees within the Engineering & Maintenance Directorate. The role is accountable for ensuring the alignment to classification structures and associated learning need and, identifying relevant on and off the job training and assessment requirements.

### Key accountabilities

- Develop, monitor, maintain competency framework ensuring framework complies with Sydney Trains safety management system requirements.
- Develop and implement effective learning strategies to ensure staff have required skills/ capabilities to perform their roles in a skilled, safe, and effective manner.

- Ensure training and assessment services are developed which comply with business requirements, quality processes, organisational and industry standards and relevant legislation and regulations.
- Develop a Competency Framework which aligns to Classification Structures and on the job requirements.
- Reporting on performance against objectives and targets, and provide weekly reports, updated and insights on progress and development as required.
- Manage and develop strategic relationships with key stakeholders at all levels to ensure delivery of quality service levels including the facilitation and delivery of training and assessment services in accordance with specific requirements.
- Manage the short and long term process of competence improvement initiatives in liaison with all relevant internal and external customers to streamline processes and enable (measurable) work efficiencies.
- 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

- Providing support across all Engineering & Maintenance Directorates (EMD) ensuring consistency in the development and implementation of competency frameworks.
- Leading a culture of continuous improvement whilst maintaining knowledge and understanding of current operations and future plans across relevant divisions.
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager's decisions that require significant change to program outcomes or time-frames or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes

### Reporting line:

Principal Manager Training & Capability

### Direct Reports:

Workplace Facilitators x 8

### Budget/Expenditure:

Nil

## Essential Requirements

- Experience in developing/ implementing competency frameworks within technical organisational environments
- Experience in interpreting/ mapping industry training standards whilst ensuring they meet industrial requirements.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Provide expert advice and regular updates</li> <li>• Participate in discussions and decisions regarding team issues</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Support team members and work collaboratively to contribute to achieving the teams project outcomes</li> <li>• Participate in meetings to share information and provide input on issues</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Respond to queries and resolve issues</li> <li>• Consult, provide and obtain information</li> <li>• Develop and maintain effective working relationships and open channels of communication</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships with external stakeholders</li> <li>• Consult, provide and obtain information</li> </ul>
Industry professionals/ consultants	<ul style="list-style-type: none"> <li>• Seek/maintain specialist knowledge/advice and collaborate on competency based training design and keep up with best practice in</li> <li>• Participate in discussions regarding innovation and best practice</li> </ul>





## 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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	Project Management	Adept

### Focus capabilities

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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>Understand, act on and monitor compliance with information and communications security and use policies</li> <li>Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>