Role Description
Surveillance Officer

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan / Regional and Freight / Regional Maintenance
Location	Various
Classification/Grade/Band	USS 5-6
Role Number	Various
ANZSCO Code	312212
PCAT Code	1229192
Date of Approval	August 2019
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 $51.2bn 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.

Primary purpose of the role

The Surveillance Officer Provides surveillance of technical, safety, environmental and customer requirements and frontline contract administration on a nominated project and state road maintenance works to assist the project manager in the administration of road works to meet client requirements to agreed timeframes, cost, quality and scope.

Key accountabilities

- Undertake surveillance and frontline contract administration of contractors to ensure all works are carried out in accordance with the contract documents and client's requirements.
- Assist project managers in the assessment of contract documentation, Safe Work Method Statements (SWMS), Environmental Management Plans (EMP), Traffic Management Plans (TMP), Traffic Control Plans (TCP), Contractor's work method statements and proposed corrective actions.
- Apply appropriate procedures and provide advice to assist project managers in planning surveillance, contract administration, and identification and review of non-conformance issues.

- Apply appropriate procedures, guidelines, processes and practices to ensure contractors, utility authorities and service providers deliver conforming; permanent and temporary works, work health and safety requirements, traffic management practices, environmental protection safeguards and community consultation in delivery of their work.

Key challenges

- Managing client expectations to ensure all project management and management system requirements are met and developing flexible and workable solutions to meet RMS customer expectations.
- Working with a range of internal and external stakeholders and suppliers to support and facilitate the effective delivery of works and projects and the achievement of project deadlines and milestones to required standards and targets within budget.
- Achieving project deadlines and milestones to the required standards and objectives within budget.
- Building effective working relationships with contractors, other agencies and stakeholders to ensure efficient and effective outcomes.

Key relationships

Who	Why
Internal	
Senior Project Manager(Regional)	• Report to, take direction and guidance
Project/Contract Manager	• Take direction and guidance
Project Manager/Engineer	• Collaborate and share information
Program Office team	• Collaborate and share information
	• Working with a range of internal stakeholders to support and facilitate the effective delivery of works and projects
External	
Local Governments Authorities	• Provide advice and consultation as required
Construction site personnel	• Provide advice and consultation as required
Representatives of contracting and consulting organisations	• Provide advice and consultation as required
Public and community – Project Specific	• Proactively be part of a team which communicates with relevant stakeholders
Other Government Agencies / Departments – Program and Project Specific	• Collaborate and build effective relationship
Consultants and Contractors – Project Specific	• Collaborate and build effective relationships ensuring efficient and effective outcomes
Utility authorities and service providers – project specific	• Collaborate and build effective relationships

Role dimensions

Decision making

This role operates in structured work environment that is subject to established policies procedures and practices underpinned by statutory requirements. This role has some capacity to adapt operating practices to achieve required work outcomes.

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

Reporting line

The role is accountable for the use of own judgement in identifying and reporting potential issues to their line manager or senior members of the project team.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge of and experience with road construction works such as drainage, earthworks, asphalting, spray sealing, concrete pavements and concrete work.
- Demonstrated ability to interpret contract documents, drawings, plans and specifications and to source and analyse information and keep effective records.
- Proven experience in contract administration of road works in a commercial environment.
- Experience in planning and implementing surveillance and in monitoring and assessing compliance against standards, policy and practices.
- Demonstrated knowledge of and experience with the implementation of quality assurance systems, WHS and environmental management systems in construction industry projects.
- Possess a valid Australian motor vehicle drivers licence and willingness to work outside regular working hours. Travelling to multiple work sites is an essential component of this 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	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	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 Act with Integrity	Intermedfiate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Seek feedback from colleagues and stakeholders
		• Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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 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 Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules