

Role Description

Shift Supervisor

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/ Branch/ Unit	Compliance and Regulatory Services/Compliance
Location	Parramatta
Classification/ Grade/ Band	USS7
Role Number	Various
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	May 2019
Agency Website	http://www.rms.nsw.gov.au/

Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

Primary purpose of the role

The Shift Supervisor leads the operations of the shift to ensure that agreed shift outputs are delivered consistently in line with the Operations Manager requirements and that shift outputs are effective and of high quality.

Key accountabilities

- Lead and provide direction to staff on shift operations and resolve issues as per NSW Road transport legislation, policy, procedures and processes.
- Provide expert guidance on correct operational policies and procedures, ensuring quality and consistent operations state-wide.
- Deliver shift outputs by participating in the work of the shift while modelling best practice and compliance with operational policies and procedures.
- Contribute to the review of strategic targeting of Sector resourcing by providing feedback on patterns of industry compliance and conduct.

- Contribute to a high performing, flexible, motivated workforce through mentoring and coaching staff, advising the Operations Manager of group training needs and identifying the need for performance management or improvement.
- Contribute to effective industry education and frontline interactions, demonstrating ethical decision-making and appropriate handling of potentially confrontational situations.
- Oversee adherence to WHS procedures and incident reporting

Key challenges

- Applying appropriate education and enforcement action during confrontational interactions with drivers to promote a high level of road safety and customer service in a regulatory environment.
- Intervene and deescalate confrontational interactions to maintain safety and wellbeing of both staff and stakeholders.
- Maintaining expert knowledge of rapidly evolving laws, regulations and operational procedures, and understand the strategic context in which inspectors operate.

Key relationships

Who	Why
Internal	
Operations Manager	<ul style="list-style-type: none"> • Receive instruction and provide expert advice and guidance • Provide advice and exchange information on emerging issues • Escalate and discuss critical issues • Support the development and delivery of safety strategies • Mentor and coach staff to develop a high performing, professional and flexible workforce.
Investigations Team	<ul style="list-style-type: none"> • Maintain a strong and supportive team environment • Share/exchange information to drive continuous improvement and maintain open lines of communication • Seek peer feedback and discuss risks and issues to develop solutions
All areas of Compliance Branch	<ul style="list-style-type: none"> • Collaborate and consult on a regular basis, provide expert advice and exchange information • Optimise cross branch engagement to achieved defined outcomes.
RMS Prosecution/ Legal Branch	<ul style="list-style-type: none"> • Collaboration and exchange of information to produce successful Court outcomes • Contribute and provide high quality, accurate and reliable evidence
External	
NSW and inter-state Police	<ul style="list-style-type: none"> • Maintain collaborative working relationships • Exchange and receive information • Conduct joint operations and work with those agencies to produce compliance outcomes.
Senior Legal Counsel	<ul style="list-style-type: none"> • Liaise with and provide support to Legal Counsel in prosecutions and Court action.
Other Agencies including, EPA, Work Cover, Fair Trading, Customs	<ul style="list-style-type: none"> • Conducts joint operations and collaborate with those agencies to produce compliance outcomes.

Role dimensions

Decision making

The Shift Supervisor is expected to operate with some level of autonomy, making day to day decisions relating to work priorities and operational decisions in line established procedures.

The role is required to make sound judgement calls on what enforcement actions to take guided by readily available legislation and policy.

This role is also accountable for ensuring shift outputs meet the various KPIs and operational expected outcomes.

Reporting line

This role reports to the Operations Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Possess relevant automotive mechanical trade qualifications acceptable to the Industrial and Commercial Training Council of NSW or successful completion of the Heavy Vehicle and/or Light Vehicle Inspection Certificate.
- Demonstrated experience leading, mentoring, directing and coaching a group of frontline staff delivering a compliance and enforcement function.
- Extensive knowledge of relevant road transport laws, regulations, policies and procedures
- Possess a current and valid Australian motor vehicle driver license and willingness to work outside normal working hours and travel on occasion.

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	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Inspire Direction and Purpose	Foundational	<ul style="list-style-type: none"> • Assist team to understand organisational direction • Ensure team members understand the organisation's policies and services • Ensure team members understand how their activities align to business objectives and affect overall performance

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Recognise and acknowledge team members' high quality work