

Role Description

Surveillance Officer



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure and Place
Location	Sydney Project Delivery
Classification/Grade/Band	USS 7
Role Number	Generic
ANZSCO Code	312212
PCAT Code	1229192
Date of Approval	January 2020
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 \$55.6bn 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.

Infrastructure and Place

We are a trusted partner to our clients, developing and delivering smart, integrated and sustainable infrastructure and places that are valued by our customers and communities.

Primary purpose of the role

The Surveillance Officer manages routine surveillance activities and assists the Manager in complex surveillance activities on nominated contract works for the administration of road and/or bridge construction works to ensure delivery in accordance with client time, quality and scope requirements.

Key accountabilities

- Manage routine surveillance activities across a broad range of projects and maintain detailed site records of work performed and construction activities to ensure all works are carried out in accordance with the quality systems and contract documents.
- Conduct safety and environmental management and risk assessments and safe work method statement reviews to ensure that work is completed in a safe and environmentally acceptable manner.

- Participate in the assessment of contract documentation such as Safe Work Method Statements (SWMS), Environmental Management Plans (EMP), Environmental Work Method Statements, Traffic Management Plans (TMP), Traffic Control Plans (TCP), and other planning documentation to ensure that contract documentation is accurate and robust.
- Assess and report on the implementation of plans on-site and on contractor performance to ensure that management plans for construction site are appropriately implemented.
- Provide a consistent approach to surveillance activities by providing expert advice to the Manager and contributing to effective planning programs of surveillance, WHS, traffic and environmental management, including monitoring and reporting on the progress of works and identification of non-conformance issues.
- Verify that construction site activities undertaken by contractors and public authorities are performed in accordance with the applicable policies, practices and standards.

Key challenges

- Managing client expectations to ensure all project management and management system requirements are met and developing flexible and workable solutions to meet Transport for NSW 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.
- Building effective working relationships with contractors, other agencies and stakeholders to ensure efficient and effective outcomes.

Key relationships

Who	Why
Internal	
Senior Project Manager	<ul style="list-style-type: none"> • Take direction and guidance
Project/Contract Manager	<ul style="list-style-type: none"> • Collaborate and share information
Project Manager/Engineer	<ul style="list-style-type: none"> • Escalate and discuss risks and critical issues and solution options
Project /Program Team	<ul style="list-style-type: none"> • Collaborate and share information to support and facilitate the effective delivery of works and projects
External	
Construction site personnel	<ul style="list-style-type: none"> • Provide advice and consultation as required.
Representatives of contracting and consulting organisations	<ul style="list-style-type: none"> • Provide advice and consultation as required.
Public and community – Project Specific	<ul style="list-style-type: none"> • Proactively be part of a team which communicates with relevant stakeholders
Other Government Agencies / Departments – Program and Project Specific	<ul style="list-style-type: none"> • Collaborate and build effective relationships
Consultants and Contractors – Project Specific	<ul style="list-style-type: none"> • Collaborate and build effective relationships

Who	Why
Utility authorities and service providers – project specific	<ul style="list-style-type: none"> Collaborate and build effective relationships

Role dimensions

Decision making

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.

Reporting line

The role reporting lines vary depending on the nature of the project or region/location of the role.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge of and experience with the implementation of quality assurance systems, WHS and environmental management systems in construction industry projects.
- Demonstrated Experience in planning and implementing surveillance and in monitoring and assessing compliance against standards, policy and practices.
- Possess a valid Australian motor vehicle drivers licence and willingness to work outside regular 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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Adept
	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	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	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 Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Write fluently in a range of styles and formats • 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	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
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 Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans