Role Description
Project Support Engineer

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Infrastructure and Place /Technical and Project Services/Project Office
Location	Various
Classification/ Grade/ Band	Engineer Level 1-2
Role Number	Generic
ANZSCO Code	233211
PCAT Code	1229192
Date of Approval	September 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 Project Support Engineer is responsible for contributing to the development, implementation and management of road and bridge-related projects to meet the objectives of the section.

Key accountabilities

- Contribute to the oversight of nominated projects by providing project management assistance for specific projects to enable projects to be completed on time and within scope objectives.
- Support the control, administration and delivery of contracts and assist the Superintendents representative on selected contracts to ensure the effective delivery of contract works.
- Develop project briefs for Professional Service providers and internal service units to assist with the management of design and investigation process and to support quality design.
- Support the implementation of TfNSW's procedures, guidelines, processes and practices to maintain a high level of WH&S, Industrial Relations, environmental management and quality on projects/contracts.
- Provide timely and accurate project reports and briefing papers for management, develop and maintain quality records, and undertake research to contribute to the effective management of projects.

Key challenges

- Prioritising workloads to manage risk and deliver project outcomes.
- Seeking advice from internal and external experts to build on technical and other skills as well as resolve or negotiate issues within the constraints.
- Providing an enhanced level of customer focus that is empathetic, transparent and evidence-based.

Key relationships

Who	Why
Internal	
Project Manager/Engineer	• Report to, receive broad guidance, collaborate to determine high level and strategic priorities, exchange information to drive improvement process • Providing expert advice to support decision making • Escalate complex issues and problems
Unit, Section and Branch Staff	• Collaborate, maintain good relationship and share information
Business Partners and Content Experts	• Ensure services complies with TfNSW objectives • Increase engagement levels
External	
Public and Community, Government agencies and road users impacted to work on the TFNSW network	• Opportunity to improve engagement and customer experience • Develop an understanding of stakeholder needs
Industry Partners including Maintenance Service Providers	• Collaborate to improve outcomes • Improve industry knowledge of design, construction and maintenance

Role dimensions

Decision making

The Project Support Engineer is responsible for delivering and administering contracts for road, bridge or traffic infrastructure and/or maintenance projects. The role manages the day to day activities within allocated priorities and is fully accountable for the quality and integrity of information and advice provided.

The role defers to the Project Manager/Engineer on complex matters or those requiring a higher level of delegation.

Reporting line

The Project Manager/Engineer reports to the Project Manager/Engineer

Direct reports

Nil

Budget/Expenditure

As per the TfNSW Financial Delegations

Essential requirements

- A four year engineering (Civil / Structural or related) degree from an Australian University or equivalent overseas qualifications.
- Knowledge and experience of project management principles, including technical aspects of materials, equipment and techniques used in road, bridge and/or maritime construction and / or maintenance.
- 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	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	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	**Adept**
	Project Management	**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.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
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 • 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	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Procurement and Contract Management	Adept	• Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well written, well structured procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms

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Group and Capability	Level	Behavioural Indicators
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects