

Role Description

Portfolio Quality Assurance Lead



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Corporate Services/Office of GGM ICT/IT/ Technology Business Management
Location	Parramatta
Classification/ Grade/ Band	USS10
Role Number	Various
ANZSCO Code	263211
PCAT Code	2226492
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 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.

Corporate Services

Corporate Services partner to provide sustainable strategies, solutions and services to enable our clients to deliver with confidence, Transport's vision to make NSW a great place to live, work and play.

Primary purpose of the role

The Portfolio Quality Lead is responsible for governance across all IT projects and programs within the allocated portfolio to ensure the application of appropriate project management and governance controls. The role reviews projects submissions, project health and conducts due diligence to ensure projects and funding submissions meet agreed governance requirements.

Key accountabilities

- Manage and coordinate governance for projects within the allocated portfolio, provide monitoring and escalation for project-related issues or risks to ensure resolution of issues and adherence to project management and governance requirements.
- Monitor the delivery of projects to ensure project delivery is within approved funding, milestones and project parameters as defined in the business case/ approved baseline.



- Conduct due diligence on project submissions including reviewing business case information such as project estimates, schedules, delivery approach, financials and resource plans to ensure projects are realistic and can achieve required objectives and ensure consistency, alignment and transparency with project status, reporting and governance guidelines.
- Coordinate and manage review meetings with projects and programs to discuss and challenge project health, uncover issues and recommend an appropriate course of action.
- Validate and provide quality assurance and feedback on reported information including progress updates, achievements, project health, including time, cost and quality requirements, risks and issues.
- Provide regular reporting to key stakeholders and the executive to ensure key project information is communicated promptly and facilitates high-level decision making.
- Manage the progressive agenda in the Projects database, including governance events to reflect approval body, timing and amounts.
- Provide high-level advice to projects on appropriate project/program structure including frameworks and tools, governance structure, technical requirements and project infrastructure.

Key challenges

- Identifying risks, issues and areas of non-compliance proactively and influencing and supporting the project teams to meet governance and project requirements.
- Balancing competing demands and stakeholder requirements effectively to ensure key deliverables are met within the required timeframes.

Key relationships

Who	Why
Internal	
Manager Portfolio Quality	<ul style="list-style-type: none"> • Receive advice and report on program progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Investment Approval Committee Meeting	<ul style="list-style-type: none"> • Coordinate project governance requirement • Obtain sign-offs and administer final submissions
Project Delivery Teams	<ul style="list-style-type: none"> • Provide advice on governance, delegated authority and execution • Communicate approval meeting deadlines and runway requirements
External	
Transport EPMO	<ul style="list-style-type: none"> • Liaise with Cluster level counterparts to align portfolio quality processes and frameworks

Role dimensions

Decision making

The Portfolio Quality Assurance Lead is responsible for managing governance across all IT projects within the allocated portfolio to ensure the application of appropriate project management and governance controls. The role uses independent initiative and critical thinking to solve problems and enhance the operations of the unit. The role is fully accountable for the quality and integrity of advice provided.

The role defers to the Manager Portfolio Quality on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority, including approval for expenditure or sensitive issues.

Reporting line

The role accounts and reports to the Manager Portfolio Quality

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in a similar governance/ PMO role.
- Experience in project governance within a large and complex environment.
- An understanding of governance practices and good knowledge of IT project management frameworks.



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



This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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
	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Advanced

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Skills and Quality, Quality and Conformance, Conformance Review	Level 3 – CORE
	Skills and Quality, Quality and Conformance, Quality Management	Level 5 – QUMG
	Strategy and Architecture, Information Strategy, IT Governance	Level 5 – GOVN

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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
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
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and compliance obligations Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate Seek specialist advice and support where required

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • Make decisions and prepare business cases paying due regard to financial considerations • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Skills and Quality Quality and Conformance	Level 5 QUMG	Quality Management (QUMG) - Advises on the application of appropriate quality and/or environmental management techniques. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.
Strategy and Architecture Information Strategy	Level 5 GOVN	IT Governance (GOVN) – Reviews information systems for compliance with legislation and specifies any required changes. Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.