

Role Description

Operations Coordinator



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Regional and Outer Metropolitan/ Operations / Regional Operations/ Regional Traffic Operations Centre
Location	Regional Traffic Operations Centre
Classification/ Grade/ Band	USS8
Role Number	Multiple
ANZSCO Code	512111
PCAT Code	1229192
Date of Approval	February 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 \$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 Operations Coordinator is responsible for operating a range of network and tunnel management systems in the Regional Traffic Operations Centre (RTOC) on scheduled shifts. The Operations Coordinator will also work towards optimising customers travel experience by coordinating timely responses to planned events and unplanned incidents on the State Road network in Regional NSW.

Key accountabilities

- Operate the control systems for State Road and tunnel network in Regional NSW, including tunnel ventilation, power, fire and drainage systems and traffic management devices such as variable message signs, variable speed limit signs and lane use management signs.
- Assist the Operations Manager in ensuring the road network operates at peak efficiency.
- Support the management of unplanned incidents to minimise the impact to the customer through the early detection and response, quick clearance and urgent restoration of roadway capacity, including the evaluation and reporting on outcomes.



- Provide input into the development of system programmes and other ongoing projects impacting the Regional Traffic Operations Centre and assess incidents, event, operations and emergency plans and procedures to support continuous improvement in traffic management.
- Maintain knowledge and awareness of all technical applications within the Regional Traffic Operations Centre to enable timely repairs and resolution of technical issues and faults.
- Maintain the safety of Transport customers travelling on the State Road and tunnel network in Regional NSW and of those working on the network (maintenance and incidents), including ensuring a high degree of incident preparedness.
- Support operational incident exercises on and off the field, including all other aspects relating to planned road access such as major events that impact on regular operations and emergencies to ensure the safe, efficient and reliable services of the State Road network in regional NSW during those times.

Key challenges

- Working closely with Regional Operations Branch to provide reliable and informed travel on the TfNSW network.
- Supporting multi-agency (Fire and Rescue NSW, NSW Police Force, Ambulance NSW, SES) responses to road and tunnel incidents and events to ensure the best results for traffic incident management are achieved and the road network returns to operating at maximum efficiency promptly.
- Managing the day to day activities associated with the delivery of traffic and incident management services, while developing and maintaining effective relationships with service providers and staff from other Traffic Management Centres.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Key relationship manager to ensure collaboration across different facets in Transport to deliver quality unified outcomes • Receive broad guidance and direction, collaborate to determine high-level strategic priorities and organisational objectives • Escalate complex program issues and problems
Regional Directors and their offices	<ul style="list-style-type: none"> • Provide expert and influential advice into strategies for network management and program delivery
Operations Branch Leadership Team Regional Traffic Operations Centre Regional Operations Road Access Management Operations Planning	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues to ensure the best possible emergency and/or incident response, event management and road access planning outcomes are achieved
Regional Maintenance Regional Directors and their offices	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues • To ensure co-ordination of road work activities to minimise and

Who	Why
	manage the impact on the customer <ul style="list-style-type: none"> • Ensure the best possible emergency and/or incident response and planning
External	
Other Transport Management Centres	<ul style="list-style-type: none"> • Collaborate to ensure the best possible incident response, event management and road access planning outcomes are achieved • Provide expert advice to enable motorists to make safe and efficient travel choices
Emergency Service organisations	<ul style="list-style-type: none"> • Collaborate to ensure the best possible emergency and/or incident response and planning outcomes are achieved
Local councils and local emergency committees	<ul style="list-style-type: none"> • Ensure the best possible emergency and/or incident response and planning, and special event management outcomes are achieved
Private service providers	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to minimise and manage impact of road work activities on the customer • Ensure the best possible emergency and/or incident response outcomes are achieved

Role dimensions

Decision making

The Operations Coordinator is responsible for operating a range of network and tunnel management systems and coordinating responses to planned events and unplanned incidents. The role operates with some autonomy and makes day to day decisions in consultation with the Operations Manager.

The role defers to the Manager, Regional Traffic Operations Centre complex and/or sensitive issues or those requiring a higher level of delegation.

Reporting line

The role reports to the Manager, Regional Traffic Operations Centre

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in traffic and transport management and computerised electronic traffic and transport systems, together with sound knowledge and understanding of relevant Road and Transport legislation and State emergency management arrangements.
- Experience working to deliver operationally intricate multi-agency traffic and transport incident response plans.





- Demonstrated ability to interpret complex information from multiple sources and prioritise an operational response to deliver positive customer outcomes.
- Willing to work in rotating roster across 7 days 24 hours a day, work outside of regular working hours and travel on occasion.
- Possess a current motor vehicle driver licence and required to undergo relevant security and criminal records check.

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
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
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
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 options • 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
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Conduct and report on quality control audits• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
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