

POSITION DETAILS

POSITION TITLE	Project Controls Manager
DIRECTORATE	Engineering & Maintenance
DIVISION	Major Works
LOCATION	Auburn
REPORTS TO	Senior Project Controls Manager
KIND OF EMPLOYMENT	Permanent Full Time
POSITION NUMBER	Various
ANZSCO Code	133211
PCAT Code	3119192
Job Code	81000365
CLASSIFICATION	RC6
HEALTH ASSESSMENT CATEGORY	HAC: Category 4 Vision: N/A - Cat 4 Only Hearing: N/A - Cat 4 Only
Agency Website	www.sydneytrains.nsw.gov.au

PRIMARY PURPOSE

The Project Controls Manager is to provide an assurance function for the management and implementation of processes and systems for project governance, controls and reporting purposes, including cost, estimation, scheduling, risk, and quality assurance systems required for the efficient and effective management of the division's program of work.

The role drives the enablement of transparency and visibility of progress and performance across all stages of the project and program lifecycle, from the initial estimating needed to 'size' a proposed project, through to completion and post implementation.

ORGANISATIONAL ENVIRONMENT

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

KEY ACCOUNTABILITIES

Project Controls and Reporting Management

- Provide expert advice and guidance informed by best practice relating to project controls management, providing subject matter expertise in all areas of project controls management including scheduling, cost estimation and management, risk management, change control, reporting and document control to support effective project management and sound decision-making
- Ensure the implementation of a project management framework for planning and delivery at project, program and portfolio level, extending to external works and procurement and contracts

management. Coordinate and monitoring compliance to ensure consistent processes and procedures relating to estimating, cost, schedule and risk management and reporting against predefined scope deliverables.

- Implement and undertake assurance for governance and compliance to a consistent project management framework for measurement of progress at project, program and portfolio levels, and supported by relevant systems, processes and procedures.
- Ensure senior delivery managers adopt a project management framework to manage the definition, monitoring, and reporting of key performance metrics (including cost and schedule) for all projects/programs/contracts.
- Drive the consistent adoption of effective systems for project change management (cost and schedule), ensuring and maintaining visibility at portfolio level.
- Contribute to improvements and maintain systems and processes for ongoing reporting, monitoring and communication to stakeholders all relevant and necessary data concerning status and performance across all Major Works' programs/projects/contracts
- Identify and lead continuous improvement opportunities including identification and implementation of new tools, systems and processes to improve scheduling, estimation, cost control, performance management and reporting
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

KEY RELATIONSHIPS

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

Key relationships across the Directorate include:

- Major Works – drive standards and procedures, test and validate effectiveness of controls and reporting framework.
- Asset Management Division – Facilitate the development of the annual program of works and ongoing project/program delivery performance reviews and reporting including change management.
- Portfolio Delivery Office – Align with Sydney Trains project methodology framework and contribute to systems and process development
- Commercial & Supply Chain and Strategic Procurement – Inform future procurement and vendor management requirements and to ensure effective implementation of project controls fundamentals for the implementation of various commercial and contracting frameworks.
- Transport for NSW cluster entities – Participate in forums, groups to represent agency and share information across the TfNSW cluster

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- Market and industry partners – to understand and stay informed of trends and options in the market for improving delivery of project controls and reporting. Members of the Public.
- Participate in forums, groups to represent agency and share information across the TfNSW cluster

DECISION MAKING

- As per the delegations of the role.

CHALLENGES

- Undertaking an assurance function to drive consistent and effective performance management through influencing key stakeholders

- Delivering a comprehensive, relevant, uniform and ongoing method to define, monitor and report key performance metrics.
- Developing buy-in and engagement to project controls principles to drive a consistent reporting delivery approach.
- Maintaining strong, ethical and impartial relationships with Program/ Project Managers and delivery teams to ensure consistency and reliability in project controls management and reporting.
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

POSITION IMPACT

DIRECT REPORTS:	N/A
BUDGET (CapEx/Salary):	N/A

SELECTION CRITERIA

(Include any required Licences or accreditation required by the position)

- Tertiary qualifications in Project Management, Engineering or a relevant discipline or experience in an equivalent position.
- Substantial experience in a Project Management Office environment, specialising in Project Controls in infrastructure, rail, construction or other engineering industries.
- Demonstrated understanding of project/ portfolio management framework, theory and practices, with expertise in controls fundamentals including estimating, scheduling, forensic analysis, cost control, risk management, budgeting, project performance management, project change management, project accounting, forecasting and cash flow management.
- Proven problem solving and analytical skills with the ability to work through issues with high complexity and guide and/or coach others in the resolution of problems.
- Experience in the implementation of a Project Management framework and strategy and the usage of Project Controls and reporting tools and systems, including Primavera and MS Excel (high proficiency).
- Creative data visualisation skills and use of applications to facilitate communication.
- Strong communication and interpersonal skills to engage, influence, build and maintain ethical and professional relationships with a wide variety of senior stakeholders.
- Proven experience in providing quality and performance governance and assurance in the application of project controls.

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Personal ownership of safety demonstrated through proactive risk based decision making • Role model for visible leadership and appropriate safety behaviours • Safety improvement goals and Division safety programs (e.g., Target Zero) understood and implemented with measurable impact • Safety strategy translated and improvements realised through regular communication and interactions with safety advisors/ reps and coaching in safety leadership • Safety management system and procedures in place and followed and barriers to safe working environment removed
CUSTOMER	<ul style="list-style-type: none"> • Effective and ethical working relationships with stakeholders to deliver enhanced customer experience • Customer outcomes achieved through teamwork and quality • Delivery of operating plan enable timeliness, information, passenger safety and cleanliness for customers • Reliable and timely information to drive improved customer satisfaction
FINANCIAL	<ul style="list-style-type: none"> • Work delivered within or below budget and in alignment with the organisation's financial sustainability strategy • Priorities identified, cascaded and delivered

	<ul style="list-style-type: none"> • Cost savings, efficiency and productivity maximised and improved year on year • Budget trade off decisions made and resources allocated to enable delivery of plan • Reliable information produced by using financial processes and systems • Operational discipline achieved through lean management principles • Effective and ethical working relationships with suppliers developed and maintained to ensure quality and service standards are met
LEADERSHIP	<ul style="list-style-type: none"> • Organisational changes approached with integrity and resilience • Demonstrated behaviour consistent with organisational and team values – “walk the talk” • Clear targets aligned to Sydney Trains and Major Works Division’s strategy are set and communicated so that team members feel engaged and motivated others • Hard decisions made and solutions facilitated promptly • Cross-Division collaboration achieved through process integration and performance • Frontline leaders supported (development plans) and held accountable for leadership performance of their teams • Monthly one-on-one coaching conducted with direct reports led to enhance performance and achievement of change agenda • Ready-now successor in place and bench strength improved • Effective stakeholders relationships proactively built and utilised to communicate information upwards, sideways, downward and outward

BEHAVIOURS

Critical behaviours	Behaviour Statement
SAFETY	<ul style="list-style-type: none"> • Schedule time in your diary to have constructive safety discussions and coaching with the team. • Express your belief that all incidents are preventable and that the safety of our team mates, our customers and the greater community is our highest priority. • Regularly visit worksites recognized as high risk.
PRIDE	<ul style="list-style-type: none"> • Share personal stories about what makes you proud to work here • Identify and spread the word about team successes across businesses • Regularly share your passion and enthusiasm for being part of the railway family
ACCOUNTABILITY	<ul style="list-style-type: none"> • Support effective decision-making by empowering and resourcing others to act in line with the organisation’s Vision • Give yourself and others room to grow by being patient and accepting that they may make mistakes • When they do, take the opportunity to learn from mistakes to better prepare for the future
COLLABORATION	<ul style="list-style-type: none"> • Engage in regular, two-way and face to face communication, offering your full attention • Be seen within your team in the support of other Divisions, actively promoting teamwork across the organisation • Encourage and support information sharing through good record management practices
EXCELLENCE	<ul style="list-style-type: none"> • Seek out formal and informal opportunities that will contribute to the development of yourself, the team and the business • Review external examples of best practice and encourage innovation by taking time to listen and respond to feedback and innovative ideas