

Role Description

Product Development Manager

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Customer Service/Information, Infrastructure & Projects/Customer Product Design and Assurance
Location	Sydney
Classification/Grade/Band	RC6
Role Number	51021104, 51021105
ANZSCO Code	135112
PCAT Code	3226892
Job Code	81000359
Health Assessment Category - Safety	Category 4
Vision	Nil
Hearing	N/A - Cat 4 Only
Date of Approval	April 2020
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

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.

Primary purpose of the role

The Product Development Manager is responsible for supporting the development process for station products and information at Sydney Trains to enhance the customer experience on stations.

Key accountabilities

- Support the product review process including delivering analysis and recommendations and identifying opportunities for improvement on stations to ensure safety, quality, maintainability of assets and to enhance the customer experience on stations.
- Manage stakeholder engagement including conducting workshops to gather product requirements and interviewing of key stakeholders to ensure stakeholders are identified and adequately consulted on the product development process.
- Support the product development lifecycle from concept to post-launch analysis including feasibility and user experience analysis, specifications, detailed design, stakeholder consultation, procurement, delivery and performance metrics to ensure products comply with legislation and are delivered to the agreed

specifications and quality requirements.

- Support the product launch and implementation process including managing communications, industrial relations impacts and change to ensure successful integration of new products.
- Provide advice to stakeholders on the product development process and product requirements to ensure successful development and implementation of products on stations.
- Develop user requirement documentation and product specifications in consultation with engineers to obtain detailed technical advice and develop and present options that meet stakeholder requirements
- Coordinate vendors and external suppliers to ensure products meet agreed cost and quality specifications and assist in the negotiation with vendors and contract management to achieve value for money and to ensure adherence to Sydney Trains and Government procurement processes.
- 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 challenges

- Developing and managing effective working relationships with a diverse range of internal and external stakeholders to ensure effective product development and implementation.
- Keeping up-to-date with product development best practices and benchmarking existing product portfolio to industry leaders to ensure high quality product delivery.
- Identifying project management concerns and issues, developing alternative actions, solutions and or risk management assessments, whilst being sensitive to stakeholders' priorities.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions. • Provide regular updates on key projects, issues and priorities • Contribute to strategic planning, policy development and decision Making
Stakeholders	<ul style="list-style-type: none"> • Provide advice, assistance and support to managers across allocated divisions and operating agencies in relation to projects. • Keep up to date with developments and changes in business areas to ensure effective project planning, development and management. • Provide updates on key projects
External	
Vendors and service providers	<ul style="list-style-type: none"> • Represent agency and exchange information. • Negotiate conditions and terms and resolve issues

Role dimensions

Decision making

As per the delegation of the role

Reporting line

This role reports to the Manager Station Product Development

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Relevant experience in product development

Essential requirements

- Tertiary qualifications in business or engineering

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate