

Role Description

Construction Quality Manager



Transport
for NSW

Cluster	Transport for NSW
Division/Branch/Unit	Infrastructure & Place
Location	Various
Classification/Grade/Band	TSSM
Role Number	Various
ANZSCO Code	139914
PCAT Code	3119192
Date of Approval	April 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 \$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 numerous 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.

Infrastructure and Place

We are a trusted partner to our clients, developing and delivering smart, integrated and sustainable infrastructure and places that are valued by our customers and communities.

Primary purpose of the role

The Construction Quality Manager champions the quality of construction products and processes in order to raise the focus on infrastructure product quality within both Transport for NSW and the construction industry to ensure that products consistently achieve specified requirements and expected design cycles. The position provides specific expert analysis, advice and guidance including troubleshooting interventions where aspects of construction projects are identified as needing redirection in order to meet quality standards. This position works in a team environment and facilitates the input and exchange of specific technical, commercial, compliance and operational requirements consistent with construction projects

Key accountabilities

Construction Quality

- Provide expert advice on product quality to site teams and assist in the resolution of product quality issues as they arise
- Work with Transport for NSW and industry representatives to develop and implement initiatives targeting improved infrastructure product quality
- Analyse current policies, procedures and practices and develop a sound understanding of key factors and issues which influence infrastructure product quality
- Develop strategies together with standards, procedures and guidelines for implementing strategies to improve outcomes in achieving the design life of products
- Contribute to improved technical documentation and specifications by reviewing relevant documentation and providing information across Infrastructure Projects
- Ensure consistency of the application of quality methods across Transport for NSW by developing and implementing training and a support network for Project and Contract Specialist Advisors
- Apply technical expertise to a range of issues including standards, practices, processes and policies

Information, Analysis & Reporting

- Monitor national and international developments in area of expertise to enable review of potential application in the NSW environment
- Evaluate evolving systems, processes and trends and recommend alternatives in order to meet or improve quality standards and outcomes
- Provide high level reports and documents that clearly and effectively address complex and strategic issues
- Provide accurate and up to date information, ensuring consistency and responsiveness
- Maintain knowledge and expertise in area of specialisation

Communication and Relationship Management

- Develop strong professional working relationships with all team members, peers, delivery partners, industry and clients
- Work closely with other business units across Infrastructure & Place and more broadly within Transport for NSW and its Operating Entities as required
- Liaise with external agencies to keep abreast of trends and to identify opportunities to improve services, processes or practices
- Act in a manner that maintains the integrity and security of records and information
- Comply with the system requirement, safety responsibilities, authorities and accountabilities within the Safety Management System
- Work effectively as a team member to enable continuous quality support to be provided
Work within regulatory and organisational policies, systems and procedures

Key challenges

- Building credibility with the construction industry and clearly demonstrating that Transport for NSW is willing and able to consistently improve construction quality
- Providing relevant and accurate technical information across Infrastructure Projects to enable them to make decisions necessary to ensure high construction quality levels
- Providing technical and advisory services as well as formal and ad hoc advice to the General Manager, Director and members of the Executive Team
- Developing and maintaining a close interactive relationship across Infrastructure Projects and with the Construction industry to ensure high quality, fit for purpose standards
- Identifying systemic problems in order to change products, services or processes to prevent similar dissatisfactions and complaints in the future
- Providing technical input and advice on new products or systems that extend the life of infrastructure and that minimise the need for expensive maintenance
- Focusing on introducing continual improvements to enhance and improve construction quality, maintenance costs and life
- Being aware and managing the sensitivities of operating in a public service environment with a high public profile
- Ensuring that relevant, timely and accurate advice is provided through to the General Manager and Director to support decision making
- Managing time and prioritising issues given that work demands can flow from a number of sources
- Keeping abreast of current and emerging best practice and Government policy and statutory requirements

Key relationships

Who		Why
Internal		
Project Management Office		<ul style="list-style-type: none"> • Design team • Critical to successful delivery of project controls, financial support, enablers to support project development and delivery and technical experts.
Senior Project Manager	Manager/Project	<ul style="list-style-type: none"> • Provide guidance and leadership throughout the project
External		
Contractors & Suppliers		<ul style="list-style-type: none"> • Manage and monitor to ensure effective project delivery

Role dimensions

Decision making

The Construction Quality Manager is accountable for own decision making within agreed role scope. For more complex issues, decision making will be made in conjunction with line manager and other senior members of the project team.

Reporting line

The Construction Quality Manager reports to the Construction (Quality) Lead or Project Director

The Construction Quality Manager has no direct reports but works in a team environment Direct reports

TBA

Budget/Expenditure

TBA

Essential requirements



- Degree qualifications in engineering or a related discipline from an Australian University or equivalent
- Proven credibility with the construction industry as an expert in quality systems and products and in working to continually achieve improvement in product quality
- Demonstrated ability to think strategically and analyse and solve problems using sound judgement in a complex and dynamic environment
- Demonstrated capacity to produce timely, critical and predictive reports on business performance and emerging issues
- Effective communication, negotiation and influencing skills with demonstrated success at building sound working relationships and networking with people at all levels
- Proven ability to work within a team based environment, to share knowledge, motivate and coach others
- Sound knowledge of and proven commitment to the NSW Government construction industry reform agenda
- Technological, financial, time management and organisational skills with a demonstrated capacity to meet deadlines
- Proven experience within a large complex organisation with sound knowledge of infrastructure development and delivery in the transport industry
- A current and valid Australian Drivers License is required.




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

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Highly Advanced
	Demonstrate Accountability	Advanced
	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Advanced
	Project Management	Highly Advanced
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral 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	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • 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	Highly Advanced	<ul style="list-style-type: none"> • Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy • Use sound arguments, strong evidence, and expert opinion to influence outcomes • Determine and communicate the organisation's position and bargaining strategy • Represent the organisation in critical negotiations, including those that are cross-jurisdictional, achieving effective solutions in challenging relationships, ambiguous and conflicting positions • Pre-empt and avoid conflict across organisations and with senior internal and external stakeholders • Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Highly Advanced	<ul style="list-style-type: none"> • Establish and promote a culture which encourages initiative and emphasises the value of continuous improvement • Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues • Identify and evaluate organisation-wide implications when considering proposed solutions to issues • Apply lateral thinking and develop innovative solutions that have long standing, organisationwide impact • Ensure effective governance systems are in place to guarantee quality analysis, research and reform
Business Enablers	Highly Advanced	<ul style="list-style-type: none"> • Implement effective governance processes for acceptance of projects based on sound business cases

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Project Management		<ul style="list-style-type: none"> • Use historical, political and broader context to inform project directions and mitigate risk • Obtain the commitment of key stakeholders to major project strategies, including cross-organisational initiatives, and ensure ongoing communication • Ensure that project risks are managed effectively and appropriate strategies are in place to respond to variance • Implement systems for monitoring and evaluating effective management, expenditure of project budgets and resources, to achieve organisational goals
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Promote a sense of purpose and enable others to understand the links between government policy and organisational goals • Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them • Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes • Create opportunities for recognising and celebrating high performance at the individual and team level • Work to remove barriers to achievement of goals