

Role Description

Motorway Operations Controller – M4SM



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Greater Sydney / Network Operations
Location	Various
Classification/ Grade/ Band	USS 8
Role Number	Various
ANZSCO Code	312999
PCAT Code	1122492
Date of Approval	September 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 \$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 Motorway Operations Controller – M4SM is responsible for the proactive operation the M4 Smart Motorway through the Managed Motorway System, managing the Smart Motorway Operations, maintaining a close relationship with Network Operations and the Transport Management Centre's traffic operations room staff. The role also manages the handover of major incidents from the M4 Smart Motorways team to the TMC whilst maintaining the key deliverables of the smart motorway.

Key accountabilities

- Monitor, identify and assess unusual congestion and delays the M4 Smart Motorway and surrounding road network. Ensure traffic and transport-related unplanned incidents are responded to on a priority basis. Minimise the effect of individual incidents on such networks by determining and coordinating the appropriate computer system based responses while providing up to date information to road and transport stakeholders. Manage impacts associated with planned incidents and events (including special events, and minor and major-construction related works).
- Ensure the correct application of smart motorway interventions on the M4 Motorway.

- Coordinate the timely and safe operation of traffic control systems, including SCATS, devices by monitoring traffic flow and device status and directing field resources where appropriate.
- Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.
- Contribute to the effective preparation of event, operations and incident plans by providing comments from an operator's perspective, where required, into pre-planned activities or incident debrief scenarios.
- Support and provide clear and concise transport and traffic information and offer recommendations to the TMC Transport Operations Controller to assist in network incident and response management to enable the integration of effective operations across all modes of transport.
- Ensure security policies and methodologies are consistently implemented in operational activities and associated processes and procedures.

Key challenges

- Identifying ways to leverage the capacity and limitations of the wider transport environment when making sound decisions at short notice or under tight deadline situations.
- Maintaining situational awareness across the transport network through the use of internal and external staff, systems, tools and proactive liaison with other transport control rooms and stakeholders such as emergency service agencies.

Key relationships

Who	Why
Internal	
Motorway Manager – M4SM	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Deputy Duty Manager Transport Operations Controller and Transport Operations Room Teams	<ul style="list-style-type: none"> • Escalate operational issues, keep informed, advise and receive operational instructions • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Other TfNSW divisions and transport operating agencies	<ul style="list-style-type: none"> • Build collaborative working relationships to ensure delivery of M4 TOR objectives and services.
External	
Private and government transport operators, private motorway operators, local government agencies, emergency service agencies, service providers and contractors	<ul style="list-style-type: none"> • Build collaborative working relationships to ensure the delivery of M4 TOR objectives and services.

Role dimensions

Decision making

The Motorway Operations Controller – M4SM is responsible for the proactive operation the M4 Smart Motorway through the Managed Motorway System and managing the Smart Motorway Operations. The role manages day to day work within established priorities.

The role defers to the Senior Motorway Operations Controller – M4SM for issues, re-prioritisation or matters requiring a higher level of authority.

Reporting line

The role reports to the Senior Motorway Operations Controller – M4SM

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualification in related discipline, and/or equivalent experience in a related field.
- Demonstrated experience, knowledge and understanding of traffic management and the operation of the road network.
- Demonstrated experience in motorway operations and/or SCATS operations.
- Must be able to work shift lengths up to 12 hrs, potentially on a 24/7 rotating shift work roster.





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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 option 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
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation