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| **Cluster** | Transport for NSW |
| **Agency** | Transport for NSW |
| **Division/ Branch/ Unit** | Corporate Services/ Office of GGM ICT / IT Strategy & Architecture |
| **Location** | Parramatta |
| **Classification/ Grade/ Band** | USS11 |
| **Role Number** | 51014221 |
| **ANZSCO Code** | 261313 |
| **PCAT Code** | 1226492 |
| **Date of Approval** | November 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 Information Architect develops, maintains and supports the adoption and usage of the Transport Agency information management and architecture frameworks, including solution architecture and technology design and to support improved business information access, compliance and leveraging of information to enable data-driven policy development, strategic planning and operational decision making.

# Key accountabilities

* Enhance and maintain artefacts such as information management and architecture frameworks, information models, policies, standards and procedures for IT and the Agency business usage and adherence.
* Contribute and maintain information domain reference architectures and artefacts and support usage and alignment from technology architectures and solutions.
* Lead and develop information architecture and modelling within IT programs and solution architectures.
* Provide review, commentary and endorsement of information architecture options and recommendations in solution architectures and technical designs across the full lifecycle of IT business ideas and projects.
* Develop, improve and maintain data and information models and develop with the Agency business an understanding of the information classification, business value and information risks.
* Lead the engagement, training and change management processes to optimise the usage of the information management and architecture frameworks and support solution leverage and compliance with information architecture principles, standards and precedents.
* Promote adoption and on-going usage of information management and governance tools such as information glossaries and asset registers to deliver a common and shared understanding of information assets.

# Key challenges

* Leading and influencing consensus reach across IT and business areas with conflicting priorities to achieve standard information management and architecture outcomes.
* Influencing change across the Agency IT with limited project budget and line management relationships.
* Managing and supporting effective information management and architecture process across complex organisational structures and external shared services providers to deliver information management and architecture outcomes.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Enterprise Architect (Information) | * Receive advice and report on progress towards business objectives and discuss future directions
* Align and deliver to the Agency Information Management Strategy, Framework and Architecture
* Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
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| IT Architects | * Provide advice on information architecture to inform solution architecture and technology solutions.
* Review and endorsement of information architectures within technical and solution architecture artefacts.
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| Senior Analyst – Information Management | * Ensure alignment and gather feedback on the effectiveness of the information management and architecture framework and supporting artefacts and processes
* Gather advice on business information to support a standard view of Agency information assets
* Collaboration on information and data modelling outputs and artefacts
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| Records Management Specialists | * Leverage knowledge and the expertise of records management specialists to support compliance obligations
 |
| Legal and Information Management Practitioners | * Receive expert advice on information and records management obligations
 |
| **External** |  |
| Management Specialists | * Coordinate and provide business input and review of cluster level records management discussions
* Ensure alignment to cluster level records management direction to support compliance obligations
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| Legal and Information Management Practitioners | * Receive expert advice on information and records management obligations
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# Role dimensions

## Decision making

The Information Architect is responsible for developing, maintaining and supporting adoption and usage of Agency information management and architecture frameworks. The role makes day to day decisions independently and is fully accountable for the quality and integrity of advice provided.

The role defers to the Enterprise Architect (Information) on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course of duties or matters requiring a higher delegated authority, including approval for expenditure outside of delegation or sensitive issues.

## Reporting line

The role reports to the Enterprise Architect (Information)

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Tertiary qualifications in a relevant area and/or extensive experience in a smilar role.
* Detailed understanding and strong experience in developing, implementing and maintaining information management and architecture frameworks, policy, procedures.
* Strong experience in information architecture governance across IT project lifecycles.
* Demonstrated ability to engage, influence and lead information management and architecture process adoption and change management activities including the coordination of training and knowledge management.

# 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](file:///%5C%5CDNS-323%5CVolume_1%5CClients%5C2014%5CFolk%5CPSC%5Cv16_12March2014%5Cwww.psc.nsw.gov.au%5Ccapabilityframework)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](file:///%5C%5CDNS-323%5CVolume_1%5CClients%5C2014%5CFolk%5CPSC%5Cv16_12March2014%5Cwww.psc.nsw.gov.au%5Ccapabilityframework%5CICT)

## 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 | Adept |
| Value Diversity | Adept |
|  | **Communicate Effectively** | **Advanced** |
| Commit to Customer Service | Adept |
| Work Collaboratively | Adept |
| Influence and Negotiate | Advanced |
|  | **Deliver Results**  | **Advanced** |
| Plan and Prioritise | Adept |
| Think and Solve Problems | Adept |
| **Demonstrate Accountability** | **Advanced** |
|  | Finance | Adept |
| **Technology** | **Adept** |
| Procurement and Contract Management | Adept |
| **Project Management** | **Advanced** |

| Occupation / profession specific capabilities |
| --- |
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
| **Skills Framework for the Information Age logo** | **Strategy and Architecture, Technical Strategy and Planning, Data Management** | **Level 5 – DATM** |
| **Strategy and Architecture, Information Strategy, Information Management** | **Level 5 – IRMG** |
| **Strategy and Architecture, Information Strategy, IT Governance** | **Level 5 – GOVN** |

## 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 | Advanced | * 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
 |
| **Relationships**CommunicateEffectively | Advanced | * Present with credibility, engage varied audiences and test levels of understanding
* 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
 |
| **Results**Deliver Results | Advanced | * 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**Demonstrate Accountability | Advanced | * Design and develop systems to establish and measure accountabilities
* Ensure accountabilities are exercised in line with government and business goals
* Exercise due diligence to ensure work health and safety risks are addressed
* Oversee quality assurance practices
* Model the highest standards of financial probity, demonstrating respect for public monies and other resources
* Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks
* Incorporate sound risk management principles and strategies into business planning
 |
| **Business Enablers**Technology | Adept | * 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
 |
| **Business Enablers**Project Management | Advanced | * Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts
* Access key subject-matter experts' knowledge to inform project plans and directions
* Implement effective stakeholder engagement and communications strategy for all stages of projects
* Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans, and minimise impacts
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
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| Occupation specific capability set (Skills Framework for the Information Age – SFIA) |
| --- |
| **Category andSub-Category** | **Level and Code** | **Level Descriptions** |
| **Strategy and Architecture** Technical Strategy and Planning, Data Management | Level 5 – DATM | Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources. Assesses issues which might prevent the organisation from making maximum use of its information assets. Where possible, derives data management structures to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation. Devises and implements data management processes, including classification, security, retrieval and retention processes. |
| **Strategy and Architecture,** Information Strategy, Information Management | Level 5 – IRMG | Drafts and maintains the policy, standards and procedures for compliance with relevant legislation. Understands the implications of information, both internal and external, that can be mined from business systems and elsewhere. Makes business decisions based on that information, including the need to make changes to systems. Reviews proposals for new digital initiatives and provides specialist advice on information management, including advice on and promotion of collaborative working and assessment and management of information-related risk. Creates and maintains an inventory of information assets, which are subject to relevant legislation. Prepares, reviews and submits periodic notification of registration details to the relevant regulatory authorities. Ensures that formal information access requests and complaints are dealt with according to approved procedures. |
| **Strategy and Architecture,** Information Strategy, IT Governance | Level 5 – GOVN | Reviews information systems for compliance with legislation and specifies any required changes. Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy. |