Role Description
Graduate

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	People and Culture, People Experience, Talent and Mobility, Entry Level Talent Programs
Location	Various
Classification/Grade/Band	Transport Service Grade 4
Role Number	Various
ANZSCO Code	531111
PCAT Code	1117192
Date of Approval	February 2020
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, were 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 reflect the community and customers we serve.

Our People and Culture division is focused on our most valuable asset – our people. We're planning for and building a workforce with the advanced skills needed to tackle the challenges of tomorrow. We're also pioneering a values-driven culture that respects individuality, recognises achievement, provides opportunities and puts the customer at the centre of everything we do.

About Talent and Mobility

As we grow and evolve around our customers, TfNSW Talent and Mobility is ensuring our workforce has the skills and capabilities we need to deliver the best outcomes – now and into the future.

We take a proactive and sophisticated approach to sourcing, attracting, selecting and developing the best talent in the market with a real focus on diversity and inclusion.

Primary purpose of the role

To develop a Graduate's organisational experience through 4 x 6 month rotation placements across the cluster where they gain hands-on experience combined with professional development opportunities. As they transition from the program, Graduates that have acquired organisational knowledge, skills and experiences will be best positioned to secure key roles across Transport.

Key accountabilities

- Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes
- Build relationships with colleagues and partners outside Transport for NSW, share information and knowledge and skills, be empathetic to other areas of the business and understand their pressures and challenges
- Recognise the importance of customers and ensure their satisfaction and safety is always a top priority, recognise customer needs and make sure promises and commitments are kept, and respond constructively to customer feedback and address issues raised
- Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints
- Proactively seek opportunities to learn and be open to the feedback of others in order to develop skills
- Participate in training and development opportunities facilitated by Entry Level Talent Programs, including the Graduate Development Program

Key challenges

- Learning and adapting quickly to different work environments, managers and work assignments in each rotation both technically and from a soft skills perspective
- Building and maintaining solid working relationships with a variety of clients, stakeholders, mentors, managers and colleagues across the Transport Cluster
- Taking a structured and methodical approach to any task, identifying priorities and setting deadlines and planning in advance

Key relationships

Who	Why
Internal	
Program Manager	• Receive direction on development, learning, and feedback on performance
Placement Manager	• Receive direction on tasks and feedback on performance • Work collaboratively on projects and within a team to achieve work outcomes
Work team	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes. • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Entry Level Talent Programs	• Work cooperatively with the wider Entry Level Talent Programs team to support and promote wider program initiatives.
Entry Level Talent Participants	• Share new concepts and different perspectives with each other and build a network of peers across the sector.

I work
FOR
NSW

Role dimensions

Refers matters that require specialist knowledge or expertise to Program Manager and Placement Manager.

Reporting line

This role reports directly to the Graduate Program Manager, Talent and Mobility, Entry Level Talent Programs.

Direct reports

None

Essential requirements

Australian/NZ citizenship or Australian Permanent Residency

Relevant undergraduate degree qualification completed within the last two years or by December of the current year.

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.

I work
FOR
NSW

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	**Adept**
	Value Diversity and Inclusion	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Refer to the next section for further information about the focus capabilities.

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	• 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
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals

I work FOR NSW

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

I work
**FOR
NSW**