

Role Description

Project Administration Officer



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan/ Networks and Assets/ Regional Maintenance
Location	Various
Classification/Grade/Band	USS6
Role Number	Various
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	March 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, 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.

Regional and Outer Metropolitan

We engage with our customers and communities to deliver safe and tailored transport choices that connect regional NSW and contribute to strong economic growth and sustainability

We are a division with big responsibilities and ambitions for making regional NSW a better place to live, work and enjoy. We take a holistic view of regional transport. We plan, build and operate our transport network and services with our customer in mind. We improve the efficiency, reliability and safety of transport within and between regional cities and centres.

Primary purpose of the role

The Project Administration Officer will contribute to and facilitate the delivery of program performance reporting by assisting the Business Support Manager with the retrieval, collection and collation of data for the Regional Maintenance Delivery programs.

Key accountabilities

- Collect and collate data to be included in Regional Maintenance Delivery project, financial and operational monthly status reporting.
- Contribute to the timely provision of routine and ad-hoc reporting to assist management with decision making by retrieving and verifying financial and non-financial information from computer based management systems and by liaising with key internal stakeholders.
- Contribute to monitoring of performance indicators, business plans, budgets and forecasts using computer based systems to enter, retrieve and verify data related to the financial and performance management of Programs.
- Assist in the development of business cases by conducting research and providing data, to allow more effective and informed decision making on specific project initiatives.
- Coordinate and monitor the provision of data to other branches of Transport for NSW.
- Assist other team members by investigating and resolving issues related to corporate systems.

Key challenges

- Preparing and distributing reports that are essential for decision making in line with agreed standards, timeframes and milestones, given tight deadlines, varying interests and expectations in a complex and dynamic environment.
- Contributing to operational efficiency by ensuring the accuracy and relevance of information contained in reports.
- Identifying, recommending and delivering innovative process improvement activities that resolve issues

Key relationships

Who	Why
Internal	
Business Support Manager	<ul style="list-style-type: none">• Report to, receive advice and guidance, clarify instructions and report on progress against work plans as required• Provide support to achieve operational priorities, exchange information and contribute to decision making• Escalate and discuss issues and propose solutions
Regional Maintenance – Senior Management Team, including Project/Contract Managers and Project Engineers	<ul style="list-style-type: none">• Report to and provide updates on project/program status• Escalate issues and provide updates
Work Team	<ul style="list-style-type: none">• Coordinate and participate in meetings and activities, discuss risks and issues, share information to develop solutions, respond to queries, escalate or redirect issues for resolution• Support team members and work collaboratively to contribute to achieving team outcomes• Maintain strong relationships and provide accurate advice and information

Who	Why
Regional Key Stakeholders and Project/Program Teams	<ul style="list-style-type: none"> • Liaise with key stakeholders across other project teams, acquire and exchange information, provide timely and accurate advice and respond to enquiries • Keep up to date with developments and changes to projects • Monitor, address and/or escalate requests and follow up outstanding matters • Develop and maintain effective relationships and open channels of communication • Collaborate with other administrators/support functions across the divisions to improve consistency and standardise processes
External	
External Stakeholders	<ul style="list-style-type: none"> • Exchange information and respond to enquiries • Develop and maintain effective relationships and open channels of communication • Coordinate meetings and activities • Build rapport and networks • Manage the flow of information and seek clarification
Service Providers	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Coordinate meetings and activities, provide and obtain information, required to negotiate outcomes and timeframes • Build rapport and networks

Role dimensions

Decision making

The role operates with a high-level of autonomy determining day to day priorities and actions undertaken including establishing operational priorities in consultation with the reporting manager.

The role provides project and administrative support within set timeframes and ensures a course of action is suitable, referring where required to management or senior staff in the absence of complete information or where expert advice is required.

Reporting line

The role reports to the Business Support Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated extensive relevant experience in an administration support role.

- Experience in the use of computer based management systems, including spreadsheets, and corporate systems and the ability to problem solve and assist end users
- Demonstrated experience in developing follow-up systems, collating and analysing information and preparing logical reports for end users.

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
<div> Personal Attributes</div>	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
	<div> Relationships</div>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams• Acknowledge outcomes that were achieved by effective collaboration• Engage other teams and units to share information and jointly solve issues and problems• Support others in challenging situations• Use collaboration tools, including digital technologies, to work with others	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Use facts to support claims • Help to find solutions that contribute to positive outcomes • Contribute to resolving differences with other staff or stakeholders • Respond to conflict without worsening the situation and refer to a supervisor where appropriate • Know when to withdraw from a conflict situation 	Foundational
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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 • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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	Foundational
	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	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate