Role Description
Platform Owner

Cluster	Premier and Cabinet
Agency	Infrastructure NSW
Division/Branch/Unit	Investor Assurance
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	261111
PCAT Code	3119192
Date of Approval	June 2021
Agency Website	www.infrastructure.nsw.gov.au

Agency overview

Infrastructure NSW is an independent statutory agency, established under the Infrastructure NSW Act 2011. The role of Infrastructure NSW is to provide independent advice to assist the NSW Government in identifying, prioritising and assuring the delivery of critical public infrastructure across NSW. Our role also includes ensuring decisions about infrastructure projects are informed by expert analysis and advice.

Investor Assurance overview

The size of the State's infrastructure program means that a focus on ensuring major projects are delivered in a timely and cost-efficient way is critical. To ensure there is better oversight of the State's infrastructure program, the NSW Government approved the Infrastructure Investor Assurance Framework (IIAF), administered by Infrastructure NSW. The IIAF is a Gateway Coordination Agency (GCA) framework for capital projects in terms of the NSW Gateway Policy. The IIAF provides Government, as the investor, with confidence that the State's infrastructure program is being effectively developed and delivered in accordance with the Government's objectives, and does so through expert and independent reviews, project monitoring, and reporting which ensures projects are kept within scope and delivered on time and within budget. For more information go to http://www.insw.com/project-assurance.aspx.

The Investor Assurance function of Infrastructure NSW oversees the whole of government infrastructure program to ensure the NSW Government agencies are developing and delivering fit for purpose, timely and cost-effective solutions that meet the needs of the communities in NSW. The main components to the independent Investor Assurance process are:

- Gateway Reviews, Health Checks and Deep Dive Reviews
- Regular project reporting based on inputs provided by delivery agencies
- At-request reporting and evaluation summary reports
- Special projects based on learnings and key trends arising from the assurance function
- Project monitoring conducted by Infrastructure NSW

We deliver value by:

- Leading the Investor Assurance function on capital infrastructure projects on behalf of the NSW Government.
- Assuring projects, promoting system, network and place integration; and contributing to the ongoing improvement of project development and delivery capability across the NSW Government.
- Developing and sharing insights that allow the NSW Government to understand the performance of projects
- Undertaking scenario 'what if' and impact analysis to proactively inform the business.
- Proactively advising the business on insights and guiding appropriate actions accordingly.
- Championing a diversity of thinking and abilities through collaboration between planners, urban designers, engineers and agency delivery partners to create a culture of shared learnings and ongoing improvement to how we work, and what we deliver for the people of NSW.

Primary purpose of the role

The Platform Owner supports, improves and systemises the infrastructure investor Assurance function by managing and improving a modern information management and analytics platform. This includes managing the development and deployment of new technologies or functionalities to enable efficiencies across the Assurance Division and the broader Government. The purpose of the role is to implement and maintain a platform to enable the tracking, monitoring and assurance of investments decisions, planning activities and the portfolio delivery while reducing risk to ensure Government delivers the best outcomes for NSW.

Key accountabilities

- Manage the end-to-end lifecycle of the Investor Assurance Salesforce Platform (the NSW Assurance Portal) including ongoing improvement and operation of the system and building skills and competencies across the organisation
- Procure and manage Salesforce providers contracts and drive value for money outcomes
- Develop and automate processes and reporting allowing improved user experience
- Ensure process and data governance is adhered to and monitored
- Develop and execute stakeholder engagement plans ensuring positive client experience and driving adoption
- Establish a process to manage new stakeholders' requirements
- Develop processes, guidance and tools

Key challenges

- Managing competing priorities in a high demand environment including delivering a balance of strategic development and tactical capability building projects to achieve our vision while continuing to enable business as usual with minimum disruption
- Acting as a positive change agent to ensure adoption of the platform
- Managing expectations and achieving quick-wins to get buy-in.

Key relationships

Who	Why
Internal	
Executive Director – Investment Portfolio Analytics	• Obtain strategic advice, information and guidance on key outcomes, objectives, design principles and priorities • Provide regular updates on key issues and progress for resolution
Assurance Team	• Champion and promote the Portal, obtain feedback and provide ongoing continuous improvement support • Work with the Manager Insights to integrate analytics innovations to the NSW Assurance Portal functionalities.
INSW Teams	• Determine new user requirements, obtain feedback, provide training.
External	
Government Users / Stakeholders	• Determine requirements, obtain feedback, solve any technical problems and continuously improve the Portal
Executives of key agencies / industry	• Ensure exceptional user experience and build capability
Service Providers and Consultancies	• Procure and manage contracts and drive performance

Role dimensions

Decision making

The Platform Owner leads the NSW Assurance Portal development to create a future-proofed technology solution that enables the INSW assurance function. The role provides day-to-day direction and management of change. It ensures compliance with NSW Government, NSW Cabinet and the agency's data management and security requirements. The role supports the Executive Director - Investment Portfolio Analytics in its mission to generate insights to support the Investor Assurance as the Centre of Excellence for Infrastructure Assurance.

Reporting line

Executive Director – Investment Portfolio Performance and Analytics

Direct reports

The NSW Assurance Portal Administrator interfaces with external contractors, vendors and suppliers.

Budget/Expenditure

Deferred to the Executive Director – Investment Portfolio Performance and Analytics

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Key knowledge and experience

- Extensive knowledge of and experience in driving and managing technology development, implementation, ongoing operation and improvement in fragmented organisations
- Experience in data quality management and governance

Essential requirements

- Salesforce Product Owner experience including developing and implementing Salesforce solutions such as Lighting Platform, MuleSoft and Tableau CRM
- Tertiary qualifications, preferably in information technology or engineering disciplines, or relevant on the job experience.
- Experience in IT Project Management approaches and tools including Agile or Scrum
- Change management experience

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
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Advanced

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FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • 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 business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced

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FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Project Management Understand and apply effective planning, coordination and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Advanced

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.

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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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	**Adept**
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	**Advanced**
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	**Adept**
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	**Adept**

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