

Role Description

Program Supervisor



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Safety Environment and Regulation/Compliance and Regulatory Services/ Compliance Monitoring/ Mobile Speed Camera Program
Location	Parramatta
Classification/ Grade/ Band	USS 9
Role Number	Various
ANZSCO Code	139999
PCAT Code	1212292
Date of Approval	December 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 Program Supervisor will operationally manage the delivery of large outsourced project and contract management activities for the development, implementation, and delivery of a range of enforcement programs within Compliance.

Key accountabilities

- Manage and oversee external vendors delivering programs on behalf of Transport for NSW, ensuring compliance to agreed timeframes, quality standards, and maximise financial efficiency.
- Coach, mentor, and advise a team of technical staff to develop and grow expertise in vendor management and contract compliance to effectively distribute workforce resources and achieve business goals.
- Oversee the development and delivery of programs to agreed timeframes, quality standards to maximise financial efficiency.

- Provide program governance to ensure outcomes are achieved in line with Agency, Legislation and Regulation requirements and standards.
- Undertake regular program performance reviews to monitor the delivery and evaluation to support successful operational program delivery.
- Act as a representative, attend meetings in various forums as required and report on program status at regular intervals to inform and support decision making relating to enforcement programs.

Key challenges

- Actively support team members, monitor and report program deliverables that can be high risk with competing priorities.
- Establishing and implementing streamlined procedures to ensure project/contract management is delivery in a coordinated, cohesive, cost-effective and timely manner.

Key relationships

Who	Why
Internal	
Program Manager	<ul style="list-style-type: none"> • Receive guidance and support, exchange information and escalate contentious issues • Build and influence stakeholder priorities to align with organisational objectives • Set operational direction and priorities • Provides leadership and fosters a collaborative team environment to support the development and individual growth • Escalate complex issues and problems
Project Team	<ul style="list-style-type: none"> • Collaborate as part of a team, exchange information • Maintain a strong and supportive team environment with open lines of communication • Use subject matter expertise in decision-making processes
Internal stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication, exchange information and respond to enquiries • Contribute to program outcomes through active partnerships with key stakeholders, working collaboratively in a multi-functional team environment and by managing complex and diverse external stakeholder management
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication; exchange information and respond to enquiries • Support stakeholder management processes and engage with, influence and build and maintain relationships with stakeholders at all levels • Maintain open lines of communication to influence and manage stakeholder expectations

Role dimensions

Decision making

This role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement.

Reporting line

The role accounts to and reports to the Manager, Mobile Speed Camera

Direct reports

The role has between manages a small team of up to 4 direct reports

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge and understanding of Road Transport Law.
- Possess a valid Australian motor vehicle driver's licence and be willing to work outside regular working hours and travel on occasion.






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	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt well in diverse environments
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
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 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	Intermediate	<ul style="list-style-type: none"> 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 Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
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 Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects