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| **Cluster** | Premier and Cabinet |
| **Agency** | Department of Premier and Cabinet |
| **Division/Branch/Unit** | People & Operations Group / Transport Services |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | May 2021 |
| **Agency Website** | www.dpc.nsw.gov.au |

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to <http://www.dpc.nsw.gov.au/about/about_the_department>.

Primary purpose of the role

The Fleet Manager is responsible for the strategic management and administration of the motor vehicle fleet for the DPC Cluster,ensuring the efficient use of resources and compliance with policy, procedures and legislative requirements.

Key accountabilities

* Lead and manage all motor vehicle fleet matters for the cluster, including representation on sector-wide working groups, development and implementation of policies and procedures, and management of fleet services functions, to ensure the efficient and effective use of government resources.
* Provide strategic and operational advice as the principal expert on motor vehicle fleet management for the cluster, including fleet operations, Fringe Benefits Tax and fleet contracts, to ensure stakeholders across the cluster are informed and comply with relevant policy, guidelines and legislative requirements.
* Manage and negotiate with suppliers and service providers to ensure that the fleet management contracts offer best value for money, meet operational requirements and achieve strategic targets.
* Research and evaluate, in consultation with relevant stakeholders and industry experts, current best practice for the procurement, management and disposal of fleet assets to develop and maintain the currency of practice, standards and guidelines and ensure they are implemented across the cluster.
* Oversee and manage records, tracking systems and policies for the motor vehicle fleet to ensure that practices and procedures are efficient, documented, auditable, and comply with relevant policies and legislative requirements.
* Prepare reports and briefings, as well as undertake high level analysis, on strategic and operational motor vehicle fleet matters to support the development and implementation best practice principles and influence and inform executive decision-making.

Key challenges

* Balancing a client focused approach with negotiating and influencing stakeholders at all levels across the cluster to ensure compliance with relevant guidelines, policies, and procedures.
* Managing a small team to provide expert advice, deliver services and meet deadlines whilst working under considerable pressure with large or variable volumes of work.
* Maintaining consistent and reliable administration support systems in a complex departmental structure.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and provide regular updates on key projects, issues and priorities * Provide strategic advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions |
| Work team | * Provide assistance and information as required. * Participate in meetings and share information. * Participate in discussions and decisions regarding implementation of innovation and best practice. |
| Direct report | * Lead, direct and manage performance * Coach and mentor to build professional expertise * Oversee delivery of work and outcomes |
| Other Departmental Staff | * Provide advice and respond to requests for information |
| **External** |  |
| Minister’s offices | * Provide advice and respond to requests for information |
| Suppliers and service providers | * Engage with suppliers to negotiate best price and contract terms for the department within a risk management framework. |
| Other Government Agencies | * Establish networks to enable performance benchmarking and maintain currency in trends and developments * Contribute to cross agency or whole of government projects/programs * Influence the development of sector-wide policy, programs and services |

# Role dimensions

## Decision making

The role operates with a high level of autonomy and is expected to determine key operational objectives in consultation with the manager. The role is responsible for the day to day management of staff, including planning and assigning work and reviewing performance objectives.

The role is required to exercise authority and make independent decisions, whilst ensuring it collaborates with stakeholders to gather a diverse range of information and views prior to making decisions. The role is fully and individually accountable for the quality, integrity and validity of advice provided, and for the successful delivery of projects/programs on time and within budget.

The role with the manager on issues that are controversial, sensitive, may have adverse ramifications or cause significant variations to projects and programs.

## Reporting line

The role reports to the Head of Transport Services.

## Direct Reports

The role has 1 direct report.

## Budget/Expenditure

Financial Delegation: Expenditure limit $50,000

Administrative Delegation: Category D

Key knowledge and experience

* Strong analytical and organisational ability

Essential requirements

* Tertiary qualifications in business or a relevant field.
* Extensive experience in fleet management in a complex organisation, including understanding of relevant policies and procedures, and legislative requirements.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Model the highest standards of ethical and professional behaviour and reinforce their use  Represent the organisation in an honest, ethical and professional way and set an example for others to follow  Promote a culture of integrity and professionalism within the organisation and in dealings external to government  Monitor ethical practices, standards and systems and reinforce their use  Act promptly on reported breaches of legislation, policies and guidelines | Advanced |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience  Ensure systems are in place to capture customer service insights to improve services  Initiate and develop partnerships with customers to define and evaluate service performance outcomes  Promote and manage alliances within the organisation and across the public, private and community sectors  Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches  Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | Advanced |
| **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 | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | 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 | Advanced |
|  | **Procurement and Contract Management**  Understand and use available technologies to maximise efficiencies and effectiveness | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management  Develop well-written, well-structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive  Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles Escalate procurement and contract management issues, where required | Adept |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | 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 | Adept |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Adept |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |