Role Description
Operations Manager

Cluster	Regional NSW
Agency	Department of Regional NSW
Division / Branch / Unit	Public Works Advisory and Regional Development
Location	NSW
Classification / Grade / Band	Clerk Grade 9/10
Kind of Employment	Ongoing
Role Number	33881
ANZSCO Code	132111
PCAT Code	1127292
Date of Approval	May 2020
Agency / Division Websites	nsw.gov.au\regionalnsw

Agency Overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The Operations Manager is responsible for the delivery of effective and efficient business solutions, resourcing, administrative and support services workforce planning, resource coordination and development to support the sustainability of business operations. The role also contributes to, and assists, marketing and new business opportunity.

Key Accountabilities

- Manage business operations by managing people, business planning and administrative and business functions to support operational efficiency and the appropriate allocation of staff and resources.
- Identify and/or contribute to business improvement change consistent with key business metrics.
- Implement people strategies including resourcing activities, workforce planning, knowledge management, performance management, learning and development programs, and culture and diversity.
- Conducts resource scheduling in the business unit by collecting resourcing data and providing analysis and recommendations to the Regional Director and Senior Management Team.
- Assess business proposals and assist in providing advice and business development material to support the business unit.
- Develops and maintains fact sheets, capability statements, and lead reporting and tracking of activities.

- Manage Support Services (Resourcing, Project and Contract Administration/Operations), develop and implement improvements to each function and coordinate communication between support and business functions.
- Liaise with other Public Works Advisory business units and represent on commercial, financial, business and resourcing Improvement Teams; and disseminate learnings.

Key challenges

- Keeping abreast of best practice and industry trends as well as Governmental policy and regulatory requirements.
- Ensuring the effective allocation and utilisation of resources, to ensure that planned programs of work are completed according to program and project objectives.
- Implementing, monitoring and improving an effective and consistent learning and development program across the region to ensure staff skills and capabilities match required levels to provide appropriate services to clients.

Key relationships

Who	Why
Internal	
Regional Director	- Escalate issues, keep informed, advise and receive instructions. - Provide advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions. - Agree core business development strategies.
Management Team	- Actively participate in business activities of the Senior Management Team. - Contribute to broader unit issues - Provide reports, data and analysis - Present information and evidence of compliance
Finance Manager	Develop and maintain an effective working relationship, actively participating in resourcing and impacts on budget, expenditure proposals and bid resourcing
Work Team	- Inspire and motivate team, provide direction and manage performance - Encourage team members to work collaboratively to achieve business outcomes - Guide, support, coach and mentor team members - Lead team meetings to obtain group perspective and share information - Support team members and work collaboratively to achieve the team's business outcomes
External	•
Customers/ Stakeholders	- Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed. - Contribute to a client-focused approach to service delivery - Consult, provide and obtain information
Industry professionals/ consultants	Seek/maintain specialist knowledge/advice and participate in discussions regarding innovation and best practice.

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Role dimensions

Decision making

This role has a high level autonomy and authority to make decisions, set priorities and direction specific to the achievement of business outcomes, in consultation with the Regional Director.

Reporting Line

Regional Director

Direct reports

Various Business Support staff (depending on size of business unit)
- Business Support Officer General Scale
- Business Support Officer Grade 1/2
- Business Support Officer Grade 3/4
- Business Support Officer Grade 5/6
- Business Support Officer Grade 7/8
- Finance Manager Grade 7/8

Budget/Expenditure

N/A

Key knowledge and experience

- Experience in a business, commercial or financial role
- Knowledge and experience in organisation development and change management methodologies, principles and practices including n process re-design

Essential requirements

- Degree in commerce or business and/or equivalent knowledge, skills and experience with a demonstrated commitment to ongoing professional development.
- Current NSW Drivers Licence and willingness to drive to an work in remote locations which may include overnight stays
- Employment screening checks, security or other clearances and health assessments.

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	• 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
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
Results	**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	Advanced

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations	Adept
People Management	**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.

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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	Adept
	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	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	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
People Management	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	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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