Role Description
Project/Contract Manager

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Infrastructure and Place /Technical and Project Services/Regional Project Services
Location	Various
Classification/ Grade/ Band	Engineer Level 4
Role Number	Generic
ANZSCO Code	511111
PCAT Code	1227292
Date of Approval	July 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 Project / Contract Manager develops and/or delivers infrastructure or other projects in accordance with time, cost, quality and scope objectives to meet Government and TfNSW objectives.

Key accountabilities

- Provide efficient and effective project and contract management services, including controlling project budgets and reporting on project progress ensuring nominated projects are completed to agreed timeframes, cost, quality, and scope requirements that meet TfNSW and Government objectives.
- Lead and manage the preparation of concept and detail designs and other quality project documentation, including estimates of cost and reports for approval by the client to ensure the development of quality project documentation.
- Review and implement TfNSW's strategies, procedures, guidelines, processes and practices to ensure a high level of WH&S, environmental management and quality is achieved on all projects/contracts.

- Review and implement project briefs, provide appropriate direction to facilitate the early resolution of issues, and fulfil the role of TfNSW Representative on selected contracts, particularly managing the administration and delivery of professional services and construction contracts.
- Develop and implement project community and stakeholder involvement plans to achieve effective stakeholder consultation in all phases of consigned projects.
- Mentor and provide advice to staff, identify and contribute to development opportunities to support the continuous improvement of the section.

Key challenges

- Managing client expectations ensuring all major projects, project management and management system requirements are met.
- Developing flexible and workable solutions to meet TfNSW customer expectations in a timely manner.
- Working with a range of internal and external stakeholders and suppliers to support and facilitate the effective delivery of works and projects.

Key relationships

Who	Why
Internal	
Senior Project Manager	- Receive broad guidance, collaborate to determine high level and strategic priorities, exchange information to drive improvement process - Providing expert advice to support decision making - Escalate complex issues and problems
Client Divisions – Project Specific	Collaborate and share information
Stakeholder and Community Engagement Division – Program and Project Specific	Collaborate and share relevant information for the successful delivery of projects
Safety and Compliance Division – Program and Project Specific Legal Branch	Collaborate and share relevant information for the successful delivery of projects
Direct Reports	Guide and manage performance and development, set objectives, measure performance, motivate, to achieve goals and objectives
External	
Public and community – Project Specific	Proactively engage relevant stakeholders
Other Government Agencies / Departments – Program and Project Specific	Collaborate and build effective relationship
Consultants and Contractors – Project Specific	Provide advice and consultation as required

Role dimensions

Decision making

The Project/Contract Manager is responsible for delivering Road and Bridge projects and contract management services, including controlling project budgets and reporting on project progress to ensure nominated projects are completed to agreed time, cost, quality, and scope requirements and meet Government and TfNSW objectives.to time and budget and to deliver the agreed program and project objectives for customers.

Reporting line

The Project/Contract Manager reports to the Senior Project Manager

Direct reports

This role will have up to eight (8) Direct Reports and Indirect Reports including construction contractors depending on project assignments.

Budget/Expenditure

Project value ranges from $10M to $250M+

Essential requirements

- A relevant four year Civil Engineering degree (Civil / Structural or related) from an Australian University or equivalent overseas qualification.
- Demonstrated experience in managing major infrastructure or other complex projects, such as road, bridge, maritime and, where applicable, tunnel projects, with a strong knowledge of either project implementation and contract management.
- Strong knowledge of the technical aspects of materials, equipment and techniques used in road, bridge, maritime and, where applicable, tunnel construction, and demonstrated experience in the effective implementation of Quality Assurance systems, WH&S, environmental risk management and related computer-based management tools for projects.
- Demonstrated experience in program, contract variations, contract -renewals/extensions and claim management to deliver better procurement outcomes.
- Demonstrated experience in the management of schedule, cost, risk and contingency and reporting to management.
- Demonstrated extensive experience in the preparation of relevant tender documentation, tendering procedures.
- Possess and maintain a valid Australian motor vehicle drivers licence and willingness 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	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Adept
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	**Advanced**
People Management	**Manage and Develop People**	**Adept**
	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	• 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**
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• 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
Results Think and Solve Problems	Adept	• 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 Procurement and Contract Management	Advanced	• Ensure that government and organisational policy in relation to procurement and contract management is implemented • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Take responsibility for procurement and contract management activities and decisions by applying the

Group and Capability	Level	Behavioural Indicators
		guidelines and procedures • Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks