

# Role Description

## Project/Contract Manager

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/ Branch/ Unit	Sydney/South East Precinct/Developer Works Unit
Location	Yennora/Parramatta
Classification/ Grade/ Band	EL3
Role Numbers	50009366, 50009408
ANZSCO Code	
PCAT Code	
Date of Approval	June 2019
Agency Website	<a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a>

### Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

### Primary purpose of the role

The Project/Contract Manager is responsible to undertake work constructively and effectively with developers, government agencies and local Councils to facilitate the delivery of State road infrastructure attributable to urban development while protecting RMS assets and maintaining road safety and network efficiency.

## Key accountabilities

- Overseeing works by private developers and other government agencies to ensure that road safety, traffic management and network efficiency risks are managed and the integrity of the road network is maintained before, during and after the construction of the development.
- Manage and coordinate the efficient assessment and approval of Developer proposals, designs and completed works impacting on RMS assets to minimise delays and that issues are identified and addressed in a timely manner.
- Engage in the negotiation and agreement of Works Authorisation Deeds (WAD) between the RMS and the developer and maintain a constructive and cooperative working relationship with developers to facilitate economic development while delivering road safety and network efficiency outcomes and act as the WAD owner.
- Manage the development, tendering, awarding and efficient administration of professional service and verification contracts by managing the scope, ensuring effective, timely negotiation/resolution of risks and issues, and by fulfilling the role of RMS Representative.
- Support the Developer Works leader to build the skills and motivation of team personnel to achieve organisational goals as directed.
- Drive a high level of occupational health and safety and environmental management on all programs, projects and contracts, by ensuring appropriate strategies, guidelines, procedures, processes and practices are developed and implemented in collaboration with RMS specialists.
- Ensure the unit contributes effectively to the achievement of Government and RMS objectives by supporting the development and implementation of the section business plan, delivering on unit responsibilities in the plan driving consistently high standards of project and program delivery within the unit, delivering statutory compliance and modelling high ethical standards and RMS values.

## Key challenges

- Minimising cost and time requirements while still meeting quality and project objectives to ensure that value is added to projects.
- Managing (in collaboration with internal RMS stakeholders) the development and implementation of community involvement / environmental management strategies and road safety to meet community expectations.
- Building constructive working relationships to balance legitimate commercial pressures with the asset protection, road safety and network efficiency objectives and ensuring appropriate resourcing, and efficient management of Developer works outside of Sydney.

## Key relationships

Who	Why
<b>Internal</b>	
Developer Works Team Leader	<ul style="list-style-type: none"><li>• Receive guidance and discuss future directions</li><li>• Identify emerging issues/risks and their implications and propose solutions</li><li>• Contribute to providing advice and provide decision making advice as needed</li></ul>
Staff	<ul style="list-style-type: none"><li>• Provide guidance and advice when needed</li></ul>
<b>External</b>	
Service Provider	<ul style="list-style-type: none"><li>• Build and maintain effective working relationships</li></ul>
ITS Maintenance Contractors, Electrical Industry partners including Traffic Signal Construction and Equipment Companies	<ul style="list-style-type: none"><li>• Build and maintain effective working relationships to understand and manage risk and influence sustainable outcomes on projects.</li></ul>
Private and Government Agency Developers	<ul style="list-style-type: none"><li>• Build and maintain effective working relationships</li></ul>
Residents, business, government agencies and road users potentially impacted by work on RMS network	<ul style="list-style-type: none"><li>• Build and maintain effective relationships</li></ul>

## Role dimensions

### Decision making

The Developer Works Leader is responsible to undertake work constructively and effectively with developers, government agencies and local Councils to facilitate the delivery of State road infrastructure attributable to urban development while protecting RMS assets and maintaining road safety and network efficiency. As such, the role is accountable for the quality, integrity and validity of information and advice provided.

The role defers to the Developer Works Team Leader on complex matters, those with political ramifications, financial delegation or matters requiring a high level of authority.

### Reporting line

Developer Works Team Leader

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- A four year engineering degree from an Australian University, or equivalent overseas qualifications.
- Broad experience in managing the development and construction of road and bridge projects with demonstrated ability in project management, design management and procurement of professional service contracts.
- Demonstrated ability in the effective implementation of quality assurance systems, WHS management, risk management and environmental management strategies on construction projects.
- Broad knowledge in the preparation of tender documentation, contractor procurement, administration of contracts and surveillance of contractors for construction industry contracts.
- Broad knowledge of the technical aspects of materials, equipment and techniques used in road and bridge construction and maintenance.

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

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		behaviour
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> <li>• Ensure that government and organisational policy in relation to procurement and contract management is implemented</li> <li>• Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures</li> <li>• Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk</li> <li>• Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes</li> <li>• Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>• Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans, and minimise impacts</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> </ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>