

Role Description

Senior Operations Manager



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/ Public Works Advisory/Whole of Government
Location	Various
Classification/Grade/Band	Clerk Grade 11/12
Role Family	Bespoke/Administrative & Executive Support/Lead
ANZSCO Code	139999
PCAT Code	3119192
Date of Approval	December 2019
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Senior Operations Manager is a member of the business unit management team and is responsible for the leadership and delivery of business solutions, resourcing, financial and support services incorporating office management. The role provides commercial and financial advice to clients about the optimal way of meeting their asset needs and complements and promotes marketing and new business opportunity.

Key accountabilities

- Support effective business operations by leading people, business planning and administrative and business functions.
- Identify and/or contribute to business improvement change consistent with key business metrics.
- Proactively act to identify and mitigate risks to the business and clients.
- Be a trusted advisor to agencies across government on practical and innovative solutions to their asset needs and further develop the knowledge of Government / Client assets.
- Contribute to the development of Business Cases, Assurance Approaches and implementation, Project Management Approaches, Deal Concepts and lead client liaison before and during provision of advice (with specific focus on commercial and financial).
- Research and prepare advice, information and reports on strategic and operational matters to facilitate informed decision making and business planning by the management team including such matters as commercial performance, client relationships & satisfaction, business planning, bid management, continuous improvement, business development and regional resource planning.

- Work with the management team to identify and develop leads with firm business proposals and projects.
- Develop and oversight bid proposals incorporating commercial/profitability analysis.

Key challenges

- Ensure the effective allocation and utilisation of resources to ensure that planned programs of work are completed according to program and project objectives.
- Using personal influence, negotiation and leadership skills to facilitate and drive client responsiveness and engagement. Build partnerships to ensure acceptance of solution concepts and target outcomes.
- Keep abreast of best practice and industry trends as well as Governmental policy and regulatory requirements.

Key relationships

Who	Why
Internal	
Regional Directors (all Regions)	<ul style="list-style-type: none"> • Provide expert advice and guidance on commercial issues relating to assets • Seek acceptance of innovation in solution design, build stakeholder support • Work collaboratively to develop solution concepts and engage clients
Local Management Team	<ul style="list-style-type: none"> • Agree core Business Development strategies. • Identify emerging issues/risks and their implications • Provide advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions
Work Team	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance Guide, support, coach and mentor team members
External	
Customers/ Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to identify and validate potential business opportunities. • Consult, provide and obtain information • Contribute to a client-focused approach to service delivery
Who	Why
Industry professionals/ consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and participate in discussions regarding innovation and best practice. • Participate in forums, groups to represent the agency and share information

Role dimensions

Decision making

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

Reporting Line

This position is a direct report to the Regional Director

Direct reports

Various

Budget/Expenditure

The role does not have a delegated budget, however it must operate within the confines of financial delegations set within the Department and Government.

Essential requirements

- Degree in Commerce or Business and/or equivalent knowledge, skills and experience with a demonstrated commitment to ongoing professional development.
- Working knowledge of organization development and change management methodologies, principles and practices with experience in process re-design.
- Experience in a senior business, commercial or financial role.
- Current NSW Drivers Licence and willingness to drive to 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 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	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	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	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate 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

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Act on reported breaches of rules, policies and guidelines
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> 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	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> 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 Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Advanced	<p>compliance obligations</p> <ul style="list-style-type: none"> • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
People Management Optimise Business Outcomes	Adept	<p>Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</p> <p>Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning</p> <p>Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context</p> <p>Monitor performance against standards and take timely corrective actions</p> <ul style="list-style-type: none"> • Keep others informed about progress and performance outcomes