Role description
Principal Structural Engineer

Cluster/Agency	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	233214
PCAT Code	1339192
Date of Approval	April 2020

Primary purpose of the role

Lead, plan and manage the structural design and maintenance of structural services to deliver maximum functionality and achieve business objectives

Key accountabilities

- Provide expert advice, input and support to site design teams by conducting risk assessments, engineering assessments and recommending fit for purpose solutions to optimise service outcomes
- Conduct and manage structural design reviews of infrastructure assets and provide expert recommendations to ensure fit for purpose solutions
- Provide advice and recommendations to internal and external stakeholders on structural aspects of the infrastructure to enable informed decisions and service level improvements
- Manage and oversee project sites and associated infrastructure and equipment to ensure compliance with the organisation's design guidelines and standards to support optimal service outcomes
- Drive and implement cost-effective structural design solutions taking into account both capital costs and ongoing operational costs to deliver Organisational and Government priorities
- Oversee and manage the creation, maintenance and implementation of design guidelines and standards to ensure standards, legislative and technical requirements are met
- Provide direction and governance to internal and external stakeholders in structural design matters, and lead the improvement of guidelines and compliance associated with infrastructure to deliver maximum functionality and achieve business objectives
- Manage and develop stakeholder relationships through effective communication, negotiation and issues management to ensure project deliverables are met

Key challenges

- Maintaining and developing knowledge and understanding of the NSW Government's needs in a rapidly changing environment
- Applying experience in relevant industry and applying in-depth knowledge of key Australian Standards for structural design to resolve complex issues to deliver mission critical infrastructure within a complex regulatory environment

Key relationships

Who	Why
Internal	
Work team	• Share information, consult, give and seek advice • Collaborate on projects and/or project specific tasks • Act as the subject matter expert where appropriate • Maintain effective working relationships to promote collaboration
Manager	• Provide advice and consult with • Escalate issues, keep informed, advise, receive guidance and instructions • Provide clear, unbiased advice and consultancy to executives on platforms • Provide recommendations on technology and regular updates through reporting on new developments and emerging issues
Customer/Stakeholders	• Articulate needs and requirements and collaborate with to negotiate solutions, provide expert advice and regular updates • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues
External	
Other Government agencies	• Liaise with and provide customer focused advice and information on structural design matters • Work collaboratively with to deliver cost-effective solutions for the expansion of the Government Radio Network
Vendors/Service Providers	• Provide input and direction to contractors providing Design and Construction services to the organisation • Govern contractors to ensure designs meet organisation's Design Guidelines and Standards

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to the Manager's decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Manager.

Reporting line

Manager, Engineering or relevant Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service delegations

Key Knowledge and Experience

Demonstrated experience in a comparable role

Essential requirements

A degree in structural or civil engineering or other related discipline

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences	Advanced
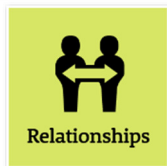
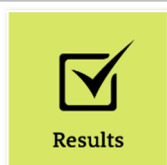|		• Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses	Adept

		• Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	
	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
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced

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
Personal Attributes	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
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept