

Role Description

Operations Manager

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/ Branch/ Unit	Compliance and Regulatory Services/Compliance
Location	Various
Classification/ Grade/ Band	USS9
Role Number	Various
ANZSCO Code	139999
PCAT Code	2129192
Date of Approval	June 2019
Agency Website	http://www.rms.nsw.gov.au/

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 Operations Manager manages a team of enforcement operations staff to deliver high quality, consistent and effective heavy and light vehicle compliance and enforcement programs which are strongly aligned with state-wide and Sector strategic directions.

Key accountabilities

- Provide leadership across the team by implementing and coordinating risk-based operational plans, outputs and outcomes and ensuring their effective delivery, including cross-sector cooperation.
- Lead sustained improvement in team operations by providing consistent implementation of state-wide procedures, reviewing and improving the quality of work, reviewing/ determining industry representations, coaching staff and reporting on operational outcomes.
- Manage the day to day delivery of team outputs, analyse local trends, manage staff, budget and infrastructure, roster staff, manage leave and other absences, assist with shifts and ensure the team has access to necessary equipment.

- Support effective team frontline interactions with industry, including the proper balancing of education/ enforcement to achieve corporate objectives through supporting staff in defusing potentially high-risk situations, modelling appropriate behaviour including sound, ethical decision-making, and building team judgment and decision-making capabilities.
- Ensure the effective delivery of joint activities and stakeholder partnerships, including road safety initiatives and the development/ maintenance of vehicle regulations infrastructure through building close relationships with key stakeholders in the sector and external agencies including Police.
- Ensure a safe working environment and legislative compliance by ensuring team adherence to WHS procedures, including reporting, investigating and managing WHS incidents, and conducting WHS audits.
- Contribute to a capable Compliance Operations management team through cooperating closely with other Operation Managers and Sector Managers to ensure the delivery of programs and outputs for the section

Key challenges

- Ensuring high-quality vehicle and driver compliance checks, through compliance with governance and quality requirements compliance laws and regulations, including operational policies and procedures, are applied consistently within the team.
- Working with inspectors to apply appropriate education and enforcement action to promote a higher level of road safety.
- Provide mentoring and coaching to staff to contribute to a high performing, professional and flexible workforce.

Key relationships

Who	Why
Internal	
Senior Manager	<ul style="list-style-type: none"> • Receive instruction and provide expert advice and guidance • Escalate and discuss critical issues
Compliance Operation sections	<ul style="list-style-type: none"> • Collaborate and consult on a regular basis, provide expert advice and exchange information • Optimise cross branch engagement to achieved defined outcomes.
RMS Legal / Prosecutions Branch	<ul style="list-style-type: none"> • Collaboration, contribute and provide high quality, accurate information
Other RMS Branches/ Directorates	<ul style="list-style-type: none"> • Maintain collaborative working relationships • Exchange and receive information • Conduct joint operations and collaborate to produce compliance outcomes.
External	
Heavy Vehicle drivers and operators and Other government agencies	<ul style="list-style-type: none"> • Maintain good relationship for effective outcome • Keep abreast of the latest trends in the discipline

Role dimensions

Decision making

In consultation with Manager

Reporting line

Sector Manager

Direct reports

This role has up to (25) Compliance Operations Inspector direct reports

Budget/Expenditure

Monitors and reports on expenditure. Budget range from \$1.5M to \$4.5M

Essential requirements

- Demonstrated expert knowledge of relevant road transport laws, regulations, policies and procedures.
- Ability to investigate and manage sensitive/ confidential matters, including WHS incidents and performance/ disciplinary/ conduct issues.
- Hold relevant automotive mechanical trade qualifications acceptable to the Industrial and Commercial Training Council of NSW, or successful completion of the Heavy Vehicle and/ or Light Vehicle Inspection Certificate or demonstrated extensive experience.

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	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> 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 Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>communications security and use policies</p> <ul style="list-style-type: none"> Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> 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