

Role Description

Transport Operations Controller



Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Greater Sydney / Transport Coordination Office / TMC / Operations
Location	Eveleigh
Classification/Grade/Band	Grade 6
Role Number	Various
ANZSCO Code	312999
PCAT Code	1119192
Date of Approval	June 2020
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 \$55.6bn 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.

Greater Sydney Division

We are redefining integrated transport choices to improve the lives of customers and communities, making Greater Sydney a better place to live, work and play.

We have the single biggest place making opportunity at Transport in the coming years - reshaping Greater Sydney into a metropolis of three cities – Eastern Harbour City, Central River City (Parramatta) and Western Parkland City.

Greater Sydney is focused on these three unique cities and delivering a joined up transport network and services, to ensure these cities become the places that their customers and communities really want.

Primary purpose of the role

The primary purpose of the role is to pro-actively monitor the transport and traffic network and assist in the identification and implementation of incident management activities to maximise network efficiency and to enable seamless, safe and reliable journeys for customers.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Pro-actively monitor and independently assess incidents and congestion on road and transport corridors to assist in the identification of unplanned events requiring traffic and transport management intervention and/or response
- Support and provide clear and concise transport and traffic information and offer recommendations to the Senior Transport Operations Controller (STOC) to assist in network incident response management. To assist the STOC in enabling the integration of effective operations across all modes of transport. Ability to act in the STOC role if required.
- Provide information to the TMC communications team to ensure accurate and up to date information is communicated to all concerned parties.
- Proactively monitor clearway corridors and respond to instances of vehicles parked in clearways, bus lanes, transit lanes and other prescribed places by dispatching tow trucks to ensure maximum utilization of the road network. Ensure accurate details are recorded for the purpose of issuing towing fees and customer service regarding towed vehicles.
- Maintain an operational overview of the traffic signal system and how potential faults in the system may impact the network. Report when operational issues arise or when signal systems are not maintained properly to ensure system integrity and operational efficiency of networks
- Communicate using the GRN radio network to dispatch and receive information from field resources in regards to planned and unplanned events to support seamless, safe and reliable journeys for customers. Maintain a high level of situational awareness as to the general location of field resources
- Ensure security policies and methodologies are consistently implemented in operational activities and associated processes and procedures.

Key challenges

- Appreciate the capacities and limitations of the wider transport environment and exercise sound decision-making in pressure situations
- Understand the concept of managing congestion occurring on the road and transport network from within the Transport Operations Room, whilst continuing to manage the day to day activities associated with the delivery of traffic and incident management services
- Understand the broader responsibilities of the TMC within the transport arena, and the role requirements of the TOC in this regard

Key relationships

Who	Why
Internal	
Deputy Duty and Duty Manager Transport Operations Controller and Transport Operations Room teams	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects and programs, issues and priorities • Work collaboratively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Senior Transport Operations Controller	<ul style="list-style-type: none"> • Assist in the delivery of TOR objectives

Who	Why
Other TfNSW divisions and Transport operating agencies	<ul style="list-style-type: none"> Build collaborative working relationships to ensure delivery of TOR objectives
External	
Private transport operators, private motorway operators, local government agencies, emergency service agencies, service providers and contractors	<ul style="list-style-type: none"> Build collaborative working relationships to ensure delivery of TOR objectives

Role dimensions

Decision making

As per the delegations for the role

Reporting line

The role reports to the Duty Manager Transport Operations Controller

Direct reports

The role has no direct reports

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed

Essential requirements

- Knowledge of common NSW road rules including clearway and parking restrictions, and principal transport modes in Sydney and across NSW.
- Ability to support the operations of multi modal incident management within a team environment
- This position works in the Transport Operations Room, which operates 7 days a week, 24 hours a day. The incumbent must be able to work rotating roster across 7 days, 24 hours a day. A shift allowance will also be payable as per award
- High level keyboard skills (evidence confirming ability at minimum 35 wpm typing with 98% accuracy) and experience in windows applications.
- Security checks





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	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral 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	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies