

Role Description

Applications Portfolio Manager



Cluster	Transport & Infrastructure
Agency	Sydney Metro
Division/Branch/Unit	Corporate Services / Information & Technology
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 9
Role Number	51016946
ANZSCO Code	261313
PCAT Code	3228391
Date of Approval	April 2019
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to manage the portfolio of IT applications used by the business to facilitate the achievement of business outcomes and to improve business efficiencies and processes through leveraging technology.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Contribute technical expertise to requirements analysis to define current and future services that meet business needs and that align with the organisation's architecture strategy and framework
- Develop and oversee maintenance of the APM framework and application inventory to define and manage service level agreements to deliver services that meet business requirements
- Work with development teams and business groups to enhance the quality of the solution design ensuring that the application portfolio functionality is mutually exclusive and any duplication is avoided
- Manage vendor relationships, including coordination of application maintenance, upgrades, security patches, to ensure delivery in line with contractual obligations and performance metrics

- Lead the review of applications and work with service and technology providers to integrate products and services, including application rationalisation to maximise value for money in service delivery
- Manage the design and maintenance of applications governance to support compliance and avoid areas of exposure
- Define data governance and oversee compliance for 'core' applications of strategic significance

Key challenges

- Maintaining currency with industry best practice to ensure IT solutions are fit for purpose
- Understanding and prioritising technical architecture requirements
- Developing and maintaining relationships with key stakeholders to align strategies with business needs

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Direct reports	<ul style="list-style-type: none"> • Lead, inspire and motivate, provide direction and manage performance
Work teams	<ul style="list-style-type: none"> • Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
Integrated project teams and wider Sydney Metro Office	<ul style="list-style-type: none"> • Build collaborative working relationships • Assist in meeting specific IT requirements • Resolve and provide solutions to issues
External	
TfNSW (Group IT) and other Transport Operating Agencies	<ul style="list-style-type: none"> • Build collaborative working relationships • Collaborate with Group IT to ensure effective and TfNSW aligned IT solutions
Key government agencies, contractors and service providers	<ul style="list-style-type: none"> • Build collaborative working relationships • Participate in forums, groups to represent agency and share information • Relationship and performance management of vendors

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes strategic operational priorities in consultation with the Manager. The position holder is expected to

deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided

Reporting line

Sydney Metro operates under a matrix reporting model across functional and implementation groups, or project workstreams

The role reports to the Senior Manager Technology Operations

Direct reports

The role has no direct reports

Budget/Expenditure

There is no budget/expenditure allocation for this role

Essential requirements

Tertiary qualifications in relevant discipline or equivalent relevant 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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT


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

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Development & Implementation, Systems Development, Systems Design	Level 5 – DESN
	Change and transformation, Business Change Management, Requirements Definition and Management	Level 5 - REQM
	Development & Implementation, Systems Development, Programming/Software Development	Level 5 - PROG
	Delivery & Operation, Service Design, Service Level Management	Level 5 - SLMO

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	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcome 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

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Development & Implementation, Systems Development,	Level 5 – DESN	Systems Design (DESN) Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively. Designs large or complex systems. Undertakes impact analysis on major design options and trade-off. Makes recommendations and assesses and manages associated risks. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Ensures that the system design balances functional and non-functional requirements. Contributes to development of systems design policies and standards and selection of architecture components.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Change and Transformation, Business Change Management,	Level 5 - REQM	Requirements Definition and Management Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines. Ensures changes to requirements are investigated and managed. Contributes to the development of organisational methods and standards.
Delivery and Operation, Level 5 – SLMO Service Design		Service Level Management (SLMO) Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.