

Role Description

Manager OS Service Delivery

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Customer, Strategy and Technology/Operational Systems/System Operations
Location	Eveleigh
Classification/Grade/Band	TSSM
Role Number	51004111
ANZSCO Code	135199
PCAT Code	1231160
Date of Approval	March 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 \$51.2bn 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.

Primary purpose of the role

The primary purpose of the role is to maintain the correct functioning of the Operational Systems service management team and processes to support the optimal reliability and availability of operational systems.

Key accountabilities

- **Relationship Management**

- Identifies, analyses and manages relationships with and between stakeholders and clarifies mutual needs / commitments through consultation and consideration of impacts.
- Promotes initiatives to achieve high customer satisfaction and to ensure maximum benefit is gained from the supplied products and services.
- Engages with key stakeholders during and post the resolution of service issues to ensure suitable business outcomes are achieved

- **Service Delivery & Service Management**

- Develops, implements and manages appropriate strategies and processes to ensure organisational objectives are met.
- Ensures optimal staffing of the Service Delivery team across a 24 x 7 service window.
- Ensure development, deployment and effective operation of an Operational Technology service management model centred on:
 - Proactive monitoring of system operations;
 - Prompt incident response;
 - Rapid return to service from incidents; and
 - Low-impact technical change management
- Develop, implement and manage a process of monitoring performance of systems against service levels, reporting on that performance, regularly reviewing with key stakeholders to inform, support decision making and implement corrective actions
- Develop and manage service level agreements with stakeholders such as Transport Management Centre, and other branches of TfNSW and ensure that systems implemented within the operational systems environment have documented performance requirements (service levels), appropriate configuration information, relevant work instructions and efficient hand-off models to allow system malfunctions or performance degradation to be efficiently and effectively addressed.
- Provide specific, relevant and timely communications to users, management and stakeholders from the commencement of major system outage incidents through to return to service of the systems and progress with identification and resolution of root causes
- Develop strategies to maximise user satisfaction, promoting a culture of quality customer service.
- Maintain ISO27001 certification to comply with operational requirements.
- Manages and collaborates with third party suppliers where appropriate to ensure their performance meets or exceeds service levels.
- Ensures compliance Service Level Agreements (SLAs), Operating Level Agreements (OLAs).

- **People Leadership**

- Model good leadership to inspire direction and delivery, develop people, and drive change.
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Creates a team culture that is focused on customer engagement, satisfaction and continuous improvement to deliver operational excellence.
- Mentors and develops subject matter expertise and ownership within the team.
- Manages team performance, coordinating team efforts and building morale.

Key challenges

- Integrating system operations functions with key suppliers and stakeholders including IT, system developers, vendors and impacted transport operators.
- Nurturing, encouraging and engraining a 'can do' culture within Service Delivery team and System Operations as a whole
- Increase uptime of key systems by improving knowledge base and other support documentation

Key relationships

Who	Why
Internal	
Director System Operations and Leadership Team	<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• Contribute to strategic planning, policy development and decision making
OS Service Delivery Team	<ul style="list-style-type: none">• Lead, inspire and motivate the team, provide direction and manage performance• Lead the OS Service Delivery team in delivering best practice service management to users 24/7• Be a culture agent to ensure collaborative team focus on service delivery
Other operating agencies and stakeholders	<ul style="list-style-type: none">• Work cooperatively and proactively with divisions and operating agencies• Collaborate with TfNSW, RMS, TMC Systems Development and other vendors to maximise availability of mission critical systems
External	
Service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	<ul style="list-style-type: none">• Participate in forums, groups to represent agency and share information• Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

As per the delegations for the role.

Reporting line

This role reports to the Director System Operations.

Direct reports

This role will have up to seven direct reports.

Budget/Expenditure

The budget/expenditure allocation for this role will be confirmed.

Essential requirements

Tertiary qualifications in a relevant discipline or equivalent experience.

Mandatory ITIL Foundation certification.

Current motor vehicle driver's licence.

Willingness to travel within and outside of the Sydney Metropolitan area.

Ability to work outside normal working hours occasionally.





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

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
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	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational 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 • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • 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 outcomes • Negotiate clear performance standards and monitor progress

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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