

Role Description

Works Support Officer



Transport
for NSW

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Various
Classification/Grade/Band	USS 6
Role Number	Multiple
ANZSCO Code	312112
PCAT Code	1338492
April	October 2021
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 the [largest infrastructure program](#) that 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 numerous 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 role is responsible for undertaking a range of project support activities to support the section's line management and project delivery staff in order to facilitate the effective and efficient delivery of scheduled works.

Key accountabilities

- Provide contract support services by preparing contract documentation, participating in the tendering process and administering contracts.
- Support the planning and delivery of works by preparing works management plans, maintaining training database, coordination of training and plant operator assessments investigating complaints from the public, carrying out asset inspections and maintaining asset facilities.
- Facilitate informed decision making by ensuring accurate collection and collation of project/works information using database management systems and undertaking initial analysis and presenting appropriately formatted reports to management.

- Provide advice to team members on administrative and procedural matters where appropriate, and act as a point of contact for suppliers and customers as required.
- Maintain the section's Quality, WHS and Environmental Systems by applying relevant TfNSW information management policies and guidelines, maintaining appropriate records, conducting informal audits and assisting in the implementation of management systems.
- Assist in the development of resource schedules and procurement of resources following current guidelines and commercial principals and by liaising with the Works Supervisor and Project Engineers to acquire project information from approved plans and estimates.
- Contribute to the implementation of workplace change by facilitating continuous improvement initiatives to Regional Maintenance Delivery staff and the regular review of Quality, WHS and Environmental management systems and procedures.

Key challenges

- Researching and presenting information about project quality, work health and safety and environmental systems and work progress.
- Providing a wide range of project support activities both on and offsite to support the delivery of project time, cost and quality.
- Supporting the delivery of business unit outcome in a commercial project delivery environment.

Key relationships

Who	Why
Internal	
Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision making • Escalate discuss issues and propose solutions
Division/ Branch/ Wider Team	<ul style="list-style-type: none"> • Work within a matrix management structure where support services are embedded within program office delivery teams • Liaise to obtain and communicate information • Provide high level support and advice; collaborate and share information
External	
Contractors and Suppliers	<ul style="list-style-type: none"> • Liaise, communicate and engage with stakeholders
Other Federal, State and Local Government Agencies	<ul style="list-style-type: none"> • Build effective relationships and share information • Collaborate on common responses to project issues

Role dimensions

Decision making

The role is accountable for the delivery of assigned work and determining day to day priorities and actions to be undertaken, including establishing operational priorities in consultation with the manager.

Reporting line

The role accounts and reports to the relevant reporting line manager.

Direct reports

There are no direct reports

Budget/Expenditure

As per the approved TfNSW Financial Delegations.

Essential requirements

- Possess a current motor vehicle driver licence and required to work outside normal working hours or to travel on occasion.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
	Communicate Effectively	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
 <p>Results</p>	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Understand the team and 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 affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	Intermediate

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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

