

Department of State Growth

Statement of Duties

Position Title:	Manager Passenger Transport Systems and Improvement
Position number:	370543
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 7
Division/branch/section:	Road User Services/ Passenger Transport
Supervisor:	Director Passenger Transport
Location:	South
Employment status:	Flexible

Position Objective

As a member of the Passenger Transport leadership and management team, you will provide leadership and authoritative specialist advice regarding the development and management of business initiatives, applications and systems, along with the development and implementation of improvements to support the administration of passenger transport services and programs in an evolving environment.

The Passenger Transport Systems and Improvement team is responsible for the day-to-day management of Branch systems. This includes supporting users, managing permissions and licensing, contract administration for system vendors, administration and configuration of systems, documenting business processes and maintaining systems knowledge. Improvement capabilities of this team include identifying and managing opportunities for system, policy and process improvements, and undertaking business systems analysis for the selection, modification and planned implementation or upgrades to branch systems.

Major Duties

- Lead and manage the Passenger Transport Systems and Improvement Unit, to foster continued improvement in processes and compliance activities.
- Provide strategic advice on the management of systems and processes required to administer the Passenger Transport Branch's responsibilities under the *Passenger Transport Services Act 2011* and other transport legislation, regulations and procedures. This will include advice on managing out legacy systems in an evolving environment, and where appropriate, transition to software as a service solutions.
- Manage the maintenance, replacement/migration and delivery of complex, integrated, and purpose-specific business systems employed by the Passenger Transport Branch for a range of functions including contract management and contractor performance management, concessions, public transport and intelligent transport systems.
- Manage the Branch's relationships with both key internal and external systems service providers including providers of supporting services in line with contracts or service level agreements and ensure that appropriately defined measurement criteria are established against which to track performance.

- Provide high level advice and analysis in relation to the administration procedures, business rules and work processes, which includes managing the development and maintenance of the Branch's documentation of business requirements, processes, and forms.
- Provide recommendations and specialist advice in the development of business cases and option papers for new systems or the enhancement of existing systems that will improve the efficiency of the Branch.
- Resolve complicated project issues and develop appropriate strategies for their resolution.
- Work closely and proactively with Branch teams to identify pain points and inefficiencies in business operations. Prioritise improvement opportunities based upon agreed frameworks, and develop and propose solutions to address identified process and system improvement opportunities.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

The Manager Passenger Transport Systems and Improvement is responsible for providing strategic advice on and manage the administration, including the replacement, of purpose-specific business systems on which the Branch and Agency are critically dependent.

The occupant will facilitate change management to support the evolving system environment. They will support employees of the branch to ensure the potential benefits of change are maximised. They will have an understanding of the political and operational environment and work closely with vendors and stakeholders to ensure that there is minimal disruption to daily operators.

The incumbent is also responsible for project management, for documenting all Branch administrative procedures and for developing strategies for implementing ongoing quality assurance standards.

The occupant of the position will work under broad direction with a significant degree of autonomy in day-to-day activities, accountable to the Director Passenger Transport in terms of strategic direction and meeting objectives.

Knowledge and Skills: (Selection Criteria)

- Demonstrated high level management skills including the management of human, financial and physical resources including providing a team with a clear sense of direction and steering others to the accomplishment of goals.
- Demonstrated capacity to manage contracts and vendors in a commercially astute manner, to achieve effective outcomes along with high level skills in directing, facilitating and managing the management, development, and implementation of highly complex business systems and processes consistent with strategy and quality assurance frameworks.
- Demonstrated high level facilitation and project management skills including the ability to research, analyse and resolve issues relating to highly complex projects.
- Proven high level communication and interpersonal skills to enable effective collaboration along with negotiation and conflict resolution skills and the ability to provide written and verbal advice on complex matters in a logical, clear and concise manner that is easily understandable by stakeholders internal and external to government.
- Demonstrated capacity to undertake/review detailed research/investigation in the areas of inter-related complex business, operational and IT systems and processes relevant to passenger transport administration and provide definitive advice and recommendations.

- Strong analytical and problem-solving skills, including proven experience in business process improvement and business systems analysis, business process notation, with the ability to translate data into actionable insights.

Position Requirements

Pre-employment

- Nil

Essential

- Nil

Desirable

- Tertiary qualifications or equivalent experience in an appropriate discipline.

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The Department's website <https://www.stategrowth.tas.gov.au/> provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the **Courage to Make a Difference** through:

- **Teamwork** – our teams are diverse, caring and productive
- **Respect** – we are fair, trusting and appreciative
- **Excellence** – we take pride in our work and encourage new ideas to deliver public value
- **Integrity** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)