Role Description
Business Services Officer

Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Corporate Services / Business Delivery & Performance
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 5
Role Number	50005999 / 50006000
ANZSCO Code	531111
PCAT Code	1222292
Date of Approval	May 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 provide timely, high level support with the coordination and administration of facilities management, training programs, corporate initiatives, work health and safety programs in a busy and dynamic project delivery environment, ensuring adherence to NSW Government and Transport for NSW policies and procedures.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Provide high quality, accurate and timely services including facilities management, office services, motor vehicle fleet management, meeting room support, and procurement to support business excellence of the organisation and its operations
- Interpret standards, policies and procedures in order to provide accurate advice and information to staff, management and clients
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements

- Train staff on policies, procedures and business systems in order to contribute to the efficient, effective and compliant operation of the business
- Contribute to the review of administrative and corporate support policies and practices to support continuous improvement processes
- Manage requests that come through the Business Services helpdesk to meet and satisfy client expectations and requirements
- Manage and reconcile purchase orders and purchase card payments for the business unit to support budget management of the team

Key challenges

- Prioritising own work-flow on a daily basis in an environment of high-volume demands and contributing to the successful achievement of the business unit's objectives
- Independently and actively contributing to the completion of a variety of competing tasks for and on behalf of the business unit
- Facilitating positive stakeholder, client and contractor business relationships while maintaining a commitment to achieving commercially viable asset and property management outcomes

Key relationships

Who	Why
Internal	
Manager Business Services and team	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on key projects, issues and priorities - Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Integrated Project and other Functional teams and wider SM office	- Build collaborative working relationships - Liaise with the Office of the CE regarding operational human resource initiatives
External	
TfNSW and other Transport operating agencies	Build collaborative working relationships
Suppliers of good and services, contractors and visitors	- Build professional relationships - Liaise with contractors and suppliers to organise delivery, maintenance and storage of equipment

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Role dimensions

Decision making

The role operates with a certain level of autonomy within the requirements of the agreed work plan and establishes strategic operational priorities in consultation with the Manager Business Services. 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 Manager Business Services

Direct reports

The role has no direct reports

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed

Essential requirements

Sound knowledge of corporate administration systems and procedures

Demonstrated experience in database maintenance and the generation of meaningful and accurate reports.

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.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	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 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	Intermediate	• 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	• Support a culture of quality customer service in the organisation

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Group and Capability	Level	Behavioural Indicators
		• Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • 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	• 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	• 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	• 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	• 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

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