Role Description
Senior Manager Development Operations

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Customer Strategy & Technology / Advanced Analytics & Insights
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional / Technical / Specialist
Role Number	Various
ANZSCO Code	135112
PCAT Code	2229192
Date of Approval	October 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 $57.5bn 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 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 primary purpose of this role is to lead the Development Operations team, lead management for BI and Data production releases and provide resolutions to data issues associated with production BI and data solutions

Key accountabilities

- Lead a team to develop continuous integration and continuous delivery strategies ensuring security, stability and capacity are embedded in the development and deployment of services including the wide adoption of Continuous Integration/Continuous Delivery pipeline to manage deployment and release management
- Oversee the the analysis, identification, prioritisation and implementation of improvements and efficiencies to maximum value from services, including the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation to optimise service delivery
- Lead and ensure the delivery of support strategies, operational standard procedures, whilst to meet the needs of delivery teams.

- Manage the day to day business of the Development Operations team ensuring business objectives and outcomes including release management, issue investigation and resolution and maintenance and small changes for production data and BI solutions
- Partner with Data Engineering and Business Intelligence teams to manage the integration and testing of components, systems and their interfaces to create operational services, ensuring that all platform services are working efficiently in on-premise and cloud environments This includes, data landing systems, Extract, Load, Transform (ELT) systems and databases
- Lead team to investigate issues with production reports and data where they arise and work with partners to implement fixes and restate figures, monitor and provide manual updates to refreshes where required
- Raise and track issues and conflicts, remove barriers, resolve issues of medium complexity involving stakeholders and escalate to appropriate level when required.
- Provide coaching and mentoring and direct support to internal and external teams during various operations, such as deployment and general production operational issues to produce efficient an effective service(s).

Key challenges

- Supporting the Development Operations platform in a complex hybrid environment given the wide variety of services
- Maintaining knowledge of contemporary trends and developments and an understanding of current and emerging data management, analytic, statistical and visual technologies and initiatives.
- Implementing new technology and acquiring relevant skills to support such technologies in the fast moving world of cloud services

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Work Team/Direct Reports	• Provide guidance and support, exchange information and facilitate their ongoing professional development • Lead, inspire and motivate the team, provide direction and facilitate their ongoing professional development manage performance, review work and proposals of team members promoting a culture of innovation, creativity and inclusivity • Represent the team perspective to Senior Managers and relevant internal stakeholders for consideration when making critical decisions • Escalation point, discuss risks and issues to develop solutions
Division/Branch Leadership Team	• Collaborate and build effective relationships to ensure the optimisation of project milestones • Respond to requests for information or assistance and escalate sensitive issues • Ensure effective collaboration as part of the consultation process for new products and service improvement initiatives/solutions
External	
Other Divisions of TfNSW, other Transport Operating Agencies, Government Agencies	• Build positive relationships across the transport cluster and working with agencies to develop a positive business change culture

Who	Why
	• Work with a wide range of technical and operationally diverse people across the portfolio, and influencing them to develop customer-focused solutions for business issues
Service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations, vendors	• Participate in forums, groups to represent agency and share information • Provide advice and respond to request for information

Role dimensions

Decision Making

The role operates with a high level of autonomy and is expected to determine key operational objectives to establish systems and processes that comply with standard and policies for information across the Agency/Cluster within the limits of delegated authority. The role is accountable for the delivery of assigned work, and for the quality, integrity and validity of the service provided.

The role defers to the Manager on issues that have a significant political impact or issues outside of financial delegation.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct Reports

The role has four direct reports

Budget/Expenditure

As per the approved TfNSW Financial Delegations.

Key knowledge and experience

- Extensive knowledge and experience running and managing operational systems in an information technology environment and maintaining high up times.
- Extensive experience of a wide range of AWS cloud technologies and a general wide experience across many data and visualisation products and working in a complex environment
- Excellent general knowledge of networks, security and strong communication skills to work inform stakeholders and work towards timely problem resolution.
- Solid experience using a broad range of AWS technologies (e.g., EC2, RDS, ELB, EBD, S3, IAM, CloudWatch and Fargate) to develop and maintain an Amazon AWS based cloud solutions, with an emphasis on best practice cloud security.
- Working with deploying infrastructure as code (e.g., Cloud Formation Templates)

Essential Requirements

- Tertiary qualifications or equivalent experience in a relevant field
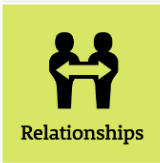
Capabilities for the role

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**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs	Adept

		• Understand and measure what is important to customers	
		• Use data and information to monitor and improve customer service delivery	
		• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers	
		• Maintain relationships with key customers in area of expertise	
		• Connect and collaborate with relevant customers within the community	
	Work Collaboratively Collaborate with others and value their contribution	• 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 • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve work outcomes, and take responsibility for delivering on intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budget and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that are underpinned by high quality research and analysis	Advanced

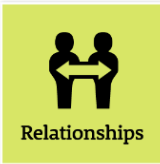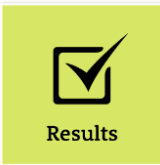|			
		• Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning	Adept
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps	Advanced

- Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
- Monitor and report on team performance development frameworks

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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate

People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept