

## TRANSPORT CERTIFICATION AUSTRALIA POSITION DESCRIPTION

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**Position Title:** Audit Program Manager

**Incumbent:** Position Vacant

**Reports to:** General Manager Operations

**Direct Reports:** Nil

**Date:** October 2015

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### The Environment

#### 1. Background & Business Environment

Transport Certification Australia (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- **Advice** founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- **Accreditation** in the type-approval and certification of systems and services that give confidence to all stakeholders
- **Administration** of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

#### 2. Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities, and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

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## **The Role**

### **3. Purpose of the Role**

The Audit Program Manager will manage and deliver the audit program for each IAP-SP.

The role includes the responsibility for the audit of individual IAP Service Providers and the coordination and prioritisation of issues related to the IAP Service Provider audit process, including but not limited to:

- a) Budgetary control of project expenditure
- b) Scheduling and prioritization of resources.
- c) Engagement of external consultants

Formal audit of IAP Service Providers involves a structured process including business, technical, legal and technical review of IAP Service Provider systems against the TCA/IAP Service Provider Certification Agreement, which includes amongst other Annexures the IAP Functional and Technical Specification.

The Audit Program Manager will have up to eight direct reports and your role requires some interstate travel.

### **4. Major Responsibilities/ Accountabilities**

Management of the TCA Audit Program;

- Establish and maintain the audit framework, guidelines, procedures and processes
- Plan, program and manage the audit process from approval of formal recommendations for certification
- Liaise with IAP Service Providers, in house staff and consultants.
- Progress the audit process and provide structured regular reporting to the General Manager Operations and Corporate Management Group progress against agreed milestones.
- Allocate and manage consultants
- Manage deliverables required from the technical services test and engineering team
- Implement project initiatives to streamline process to obtain continued improvements.
- Coordinate other business unit managers to ensure that resource have been allocated to meet audit timelines.
- Manage certification process of IAP applicants
- To maintain and adhere to Quality Systems processes and procedures associated with your role.

### **5. Key stakeholder interfaces**

#### ***Internal***

- General Manager Operations – provision of broad guidance on strategic issues related to the audit process.
- Legal and Technical Staff – liaison with staff in other divisions to arrange input and reporting on specified stages of the audit process

#### ***External***

- IAP Service Providers
- Jurisdictions who are dealing with IAP Service Providers

- Contractors and consultants providing specialist support to the audit process.
- General stakeholders from time-to-time.
- Legal personnel seeking technical advice.
- Liaison groups (e.g. government and IAP Service Provider), to ensure appropriate liaison within key stakeholders to effectively manage the audit regime.

## **6. Major Challenges of the Role**

Challenges associated with the position include:

- Establish the complex business processes and procedures in a fluid technical and operational environment.
- Develop and maintain the procedures and processes required for audit.
- Develop the relationships and co-ordinate a common approach to audit across TCA.
- Communicate clear audit program objectives and activities at all stakeholder levels.
- Understanding of a complex legislative and commercial environment.

## **7. Decision Making**

The Audit Program Manager will be responsive to guidance on strategic direction from the General Manager Operations. Within this framework, the Audit Program Manager is expected to operate autonomously in regard to:

- Managing all aspects of the audit process of multiple IAP Service Providers,
- Engagement and coordination of consultants/contractors,
- Managing project resources, including budget control and consultants.

## **The Person**

### **8. Qualifications, Knowledge and Experience**

The position requires high level project management skills, coordinating intense and focused activity to maintain momentum of the Audit Program, manage conflicting requirements for resources and ensure the achievement of closure on technical compliance and probity matters.

The occupant will need to demonstrate integrity, project a professional image, value and respect people and practice teamwork to achieve the successful delivery of the Audit Program

The Audit Program Manager will possess the following attributes:

- Highly experienced person with a sound knowledge and proven record of project delivery in a technical government regulatory environment.
- Demonstrated project management skills to manage human, physical and financial resources; and develop and maintain project plans and associated documents.
- Sound judgment and analytical/evaluative skills. The ability to resolve complex conceptual issues. Experience with initiatives that have significant impacts on Government policy and industry direction.
- Effective negotiation, influencing, relationship building and stakeholder management skills to work with and through others at all levels. Experience in the application of these skills at a national and/or multi-agency level, and in facilitating acceptable outcomes.
- Tertiary qualifications in a discipline such as engineering, or information technology with post-graduate qualification desirable.

- Proven capacity to perform in a hands-on environment with a small team of professional staff.
- A strong appreciation of the intricacies of working with the Private sector seeking certification from a government regulatory environment.
- Adherence to TCA's probity status, commensurate with the role.
- Exposure to Global Positioning Systems (GPS), and/or Information Communication Technology (IC & T) is desirable.