

TRANSPORT CERTIFICATION AUSTRALIA POSITION DESCRIPTION

Position Title: Government Services Manager

Incumbent: Position Vacant

Reports to: General Manager Strategic Development

Direct Reports: Nil

Date: October 2015

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.

The Role

3. Purpose of the Role

The Government Services Manager reports to the General Manager, Strategic Development, and supports the delivery of TCA's strategy of expanding the providing Advice, Accreditation and Administration services to government stakeholders.

4. Major Responsibilities/ Accountabilities

The major responsibilities/accountabilities of the role are:

- Proactively respond in a timely way to approaches and requests from government for TCA services (Advice, Accreditation, Administration) in a consistent manner (in line with established processes)
- Gain detailed appreciations of the needs and objectives of government stakeholders seeking TCA services, by concisely defining the scope of services to be provided by TCA in written form (with consideration to timing, cost and resource implications)
- Convert leads, inquiries and opportunities into the delivery of services to stakeholders by TCA
- Proactively identify opportunities for TCA to submit unsolicited proposals for its Advice, Accreditation and Administration services, where appropriate
- Lead the development and implementation of TCA's business strategy to commercialise its Intellectual Property (IP) into other countries
- Establish and maintain relationships with senior stakeholders within TCA's Member agencies, and across other government agencies
- Lead the interaction between Divisions of TCA to enable the provision of Advice, Accreditation and Administration services, as required by TCA's Members and other government stakeholders
- Be responsible for the management of projects (including project scope, budget and risks) which have been assigned to the position
- Establish and maintain effective working relationships with personnel in other Divisions
- Meet Key Performance Indicators (KPIs) as agreed to by the General Manager, Strategic Development
- Report monthly on projects (scope, budget and timing) strategic and operational risks, and approaches to mitigate these risks
- Prepare formal written reports to the TCA Corporate Management Group and Board
- Support the General Manager, Strategic Development in professionally and enthusiastically performing other duties, as directed from time to time.
- To maintain and adhere to Quality Systems processes and procedures associated with your role.

5. Key stakeholder interfaces

Internal

- General Manager, Strategic Development
- Communications Officer
- TCA Corporate Management Group (CMG)

- Project teams (as established from time to time) to provide knowledge transfer within TCA to assist in the delivery of services.

External

- TCA Member agencies (road and transport agencies)
- Other government agencies
- TCA Certified Service Providers
- Other national government bodies, including the National Transport Commission (NTC), ARRB Group, Austroads, and the National Heavy Vehicle Regulator (and other National Regulators)
- Other key stakeholders, as identified.

6. Major Challenges of the Role

Challenges associated with the role include:

- The need to consistently produce written materials to a very high standard – distilling complex subject matter – with an emphasis on timeliness and quality
- Being able to understand and translate complex subject matter into content which can be comprehended by general readers
- The need to expeditiously respond to shifts in work priorities, while maintaining quality and delivery of results
- Maintaining strategic perspectives while delivering ‘on-the-ground’ results
- Establishing and maintaining effective, enduring internal and external stakeholder relationships, built on mutual trust and confidence
- The need to engage with stakeholders who may be interstate
- Delivering measurable results against TCA’s Business and Strategic Plans
- Working effectively and efficiently with other TCA personnel, and Divisions within TCA
- Maintaining strategic perspectives while delivering ‘on-the-ground’ results
- Working with (and reporting to) a General Manager who is often out of the office.

The Person

7. Qualifications, Knowledge and Experience

Personal attributes sought include acting with integrity, projecting a professional image, valuing and respecting people, actively practicing teamwork and being focused in providing quality services. Additionally, in order to undertake the role successfully, the General Manager Reform Implementation will possess the following attributes:

- Qualifications in business, commerce, public policy/administration or similar
- A strong appreciation of the intricacies of working with government and the private sector
- Proven analytical and strategic planning skills coupled with 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 would be desirable
- Demonstrated experience in preparing content for business submissions and proposals of a high-standard, including experience in estimating scope, time and costs of initiatives

- High level writing abilities, with demonstrated capability to write concisely and articulate messages to specific audiences, coupled with an emphasis on timeliness and quality
- Demonstrated experience in negotiating business arrangements with senior stakeholders
- Ability to work in a strategic setting, with a demonstrated capability to manage ambiguity by prioritising work and effort
- Sound judgment and analytical/evaluative skills, and the ability to resolve complex conceptual issues
- Proven capacity to work independently and to manage stakeholder expectations
- High level of attention to detail
- Excellent administrative skills
- Excellent interpersonal skills
- Strong computer skills, particularly with Microsoft Office applications.