

## TRANSPORT CERTIFICATION AUSTRALIA POSITION DESCRIPTION

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**Position Title:** Operations Manager

**Incumbent:** Position Vacant

**Reports to:** General Manager Operations

**Direct Reports:** Up to five direct reports

**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.

## **The Role**

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

The operations manager is responsible for the day-to-day hands-on operational oversight of TCA certified and type-approved service providers. The operations manager is one of a team of four reporting to the General Manager Operations

This position requires high level operational skills in a technical environment underpinned by legislation - coordinating intense and focussed activity to maintain momentum of operations and the ability to manage conflicting requirements for resources and ensure the achievement of closure on compliance and probity matters.

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

The associated activities include the following:

- The management of organisations which will enter (i.e. applicants) into TCA certification and type-approval agreements, including management of the technical, operational, commercial and legislative requirements of those organisations
- The management of TCA certified and type-approved service providers against the certification and type-approval agreements, including management of the technical, operational, commercial and legislative requirements of those organisations
- Ensuring all operations procedures and processes are maintained and up to date and adhered
- The ongoing development and reporting (written) of operational management activities and issues to General Manager Operations (as needed), to Corporate Management Group (monthly) and once every two months to the Board.
- Managing the delivery of the National Telematics Data Clearing House service for jurisdictions that do not have in-house capability and rely on TCA
- Delivery of objectives across quality, budget and timeliness
- Ensuring all communications are managed in accordance with the requirements of the respective programs
- The broad functions include:
  - Receive, process and deliver applicants for TCA certification and type-approval (subject to their suitability in adherence to legal clauses and requirements)
  - Operationally manage TCA certified and type-approved service providers against the certification and type-approval agreements,
  - Manage the Re-certification service of TCA Certified Service Providers
  - Deliver the audit program (developed and updated by others)
  - Manage the Intelligent Access Map issuance and any triggered issues
  - Identification and management of technical, operational, policy, legal and commercial risks in a structured manner
  - Identify non-compliances and issuance of corrective action reports and its management to closure
  - Processing of renewal, suspension and termination of TCA certified and type-approved service providers (note under delegations the approved decision on these actions are made by other)
  - Allocate and manage external suppliers and consultants

- Ensuring participating jurisdictions interface and operate with TCA Certified Service Providers and managing any issues that arise
- Secretary of the Jurisdiction Liaison Group (JLG) Management and actioning of the requests in the JLG Helpdesk Portal;
- Develop and maintain effective relationships at senior levels in key stakeholder organisations including but not limited to member and government organisations, suppliers of type-approved hardware, electronic map provider, consultancy and other organisations
- To maintain and adhere to Quality Systems processes and procedures associated with your role.

## **5. Key stakeholder interfaces**

### ***Internal***

- General Manager Operations
- General Manager Strategic Development
- Corporate Management Group.
- The Operations Manager will direct their subordinate staff on the provision of technical and operational services, and oversee delivery of the work program and initiatives. This role will have engagement across all areas of operations

### ***External***

- TCA Certified and type-approved Service Providers including applicants of the same
- Government Agencies and Departments
- Contractors and consultants providing specialist support
- General stakeholders from time-to-time
- Liaison groups to ensure appropriate liaison within key stakeholders.

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

Challenges associated with the position include:

- Enhancing the initiative of the respective stakeholders whilst ensuring focus is maintained on delivery and outcomes
- Managing competing priorities and time constraints within a hands on and small team environment
- Managing a technically complex and diverse stakeholder environment, with multiple touch points across technical, operational, policy, legal and commercial domains
- Ensuring evidentiary standards to the provision of operational services
- Providing leadership to direct reports to ensure ownership of objectives and outcomes
- Identification and development of approaches that improve the standing of TCA overall and advance the objectives of TCA members and stakeholders
- Develop and maintain complex business processes and procedures in a fluid legal, technical and operational environment
- Managing outcomes within a complex legislative and commercial environment.

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## 7. Decision Making

The Operations Manager is expected to operate autonomously reporting to the General Manager Operations. The Operations Manager is also expected to work cooperatively and with colleague managers – Hardware, IT and Audit, in regard to:

- Developing, managing and enhancing of operational processes and procedures, the electronic map (as applicable) and associated operational guidelines for specific programs and services, including assets deployed (in a highly collaborative manner)
- Managing certification and type-approval agreements of TCA Certified and type-approved Service Providers
- Maintaining networks in member organisations and service providers through the relevant liaison groups
- Developing and managing resourcing, including, assets, budget control, staff performance and external suppliers and consultants.

### The Person

## 8. Qualifications, Knowledge and Experience (Key Selection Criteria)

The person will be able to apply a logical and very process driven approach that is consistent. The operations manager will need to demonstrate integrity, project a professional image, value and respect people and practice teamwork to achieve the successful delivery of operations. Additionally, in order to undertake the role successfully, the operations manager will possess the following attributes:

- Tertiary qualifications in a discipline with at least 7 years relevant experience
- Leadership and management capabilities
- Demonstrated experience in the hands on operational environments of technical and/or regulatory systems
- Demonstrated skills and experience in a complex operational management and delivery, ensuring quality, time and budget objectives are achieved, including demonstrated personal, planning and organisation skills
- Management experience in a complex technical, regulatory, policy and commercial environment
- Demonstrated experience in the implementation development and maintenance of rigorous and accurate business systems, processes and policies
- Well developed relationship management, communication, consultation and negotiation skills at all levels
- Experience with hands on initiatives that have significant impacts on government policy and industry direction
- Experience in Intelligent Transport Systems (ITS), Telematics, Global Network Satellite Systems (GNSS), and/or Information and Communication Technology (ICT) Systems or Security would be highly regarded.