Role Description
Manager Infrastructure Coordination

Cluster	Planning & Environment
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Adaptation, Mitigation & Reconstruction | Reconstruction | Infrastructure Coordination
Role number	TBC
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	1339192
Date of Approval	6 December 2023
Agency Website	www.dpie.nsw.gov.au/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within Planning & Environment. The Authority will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Manager Infrastructure Coordination leads and manages programs to support decision makers, including local government and infrastructure providers, to effectively plan and coordinate the reconstruction of infrastructure and essential services in communities reconstructing after disasters. The role works with specialist experts, legal advisors and community engagement teams across the Authority to support best practice for infrastructure reconstruction projects across NSW.

Key accountabilities

- Lead collaboration with state and local government, infrastructure providers and regulators to plan, prioritise, and coordinate the reconstruction of infrastructure and essential services in communities reconstructing after disasters
- Identify and define strategic issues for governments and infrastructure providers, integrating diverse stakeholder interests to inform the development and prioritisation of project initiatives and to proactively understand and mitigate risks
- Lead the design, delivery and evaluation of funding programs, coordinated procurement and other initiatives to accelerate and facilitate infrastructure reconstruction in communities after disasters
- Exercise influence and drive effective engagement with a broad range of stakeholders related to infrastructure reconstruction after disasters to coordinate a planned, efficient and effective approach

- Provide advice and act a key Authority subject matter expert on infrastructure reconstruction needs, risks and opportunities, making robust recommendations to senior executive members on related issues.
- Develop and maintain expertise, knowledge, networks and sources of information regarding infrastructure practices, technologies, stakeholders, trends and issues, particularly as these relate to communities reconstructing after disasters.
- Work collaboratively with experts across the Authority to coordinate initiatives and drive best practice in communications and engagement, program design, finance and funding, land use planning, disaster modelling, impact analysis and to coordinate initiatives and programs.
- Lead and coach a team to ensure they have the knowledge, skills and support to achieve agency objectives and drive a culture of high performance, best practice and continuous improvement

Key challenges

- Managing, developing and implementing projects with senior staff from across government, the department and the private sector with limited or no direct authority
- Identifying the potential value add of emerging and future trends to support NSW infrastructure and influencing and fostering a shared vision with stakeholders to adopt new solutions
- Delivering accelerated results, certainty and stakeholder alignment for critical and high-profile infrastructure programs and disaster reconstruction efforts in communities affected by disaster

Key relationships

Who	Why
Internal	
Director	• Advise and present recommendations regarding the potential adoption of new technologies, and targeting of identified emerging markets • Advise on organisational and technological change initiatives to drive improvements in client and customer service delivery
Project Team	• Provide expert project management advice to impact decisions, support initiatives, clarify accountability and communicate customer service performance • Minimise disruption to normal business operations
Direct Reports	• Lead, guide and support • Set performance expectations and manage performance and development • Review project status reports, financial status and identify requirements for corrective actions
External	
Vendors/Service Providers and Consultants	• Negotiate and approve contracts and service level agreements • Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements
State and Federal Government Agencies	• Gather information, consult with other agencies to identify potential opportunities for improved delivery outcomes
Industry Participants and Peak Bodies	• Gather information and identify future market and industry opportunities, build and maintain effective and supportive relationships and engage dialogue over long term market strategies

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Role dimensions

Decision making

- sets the priorities and deadlines for delivery of projects in consultation with the Director
- makes operational decisions to support the development and implementation of projects, strategies and initiatives
- provides project advice, priorities and direction to the project team/s

Reporting line

Director Infrastructure Coordination

Direct reports

Minimum of 1 direct report.

Budget/Expenditure

- Financial Delegation: As per agency financial delegations.
- Administrative Delegation: As per agency delegations' manual.

Knowledge and experience

- Experience in the design, management and/or oversight of complex multi-disciplinary engineering, infrastructure and/or public works projects.

Essential requirements

- Tertiary qualifications in engineering, construction management, architecture or a relevant field, or equivalent knowledge and experience.

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

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
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
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering 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 budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement	Adept

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		• 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		
	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 system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • 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	Advanced	
	Project Management Understand and apply effective planning, coordination and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Advanced	
	Optimise Business Outcomes Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk	Adept	

- management principles, applied in a public sector context
- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate

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Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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