

Role Description for General Manager (Passenger Transport Strategy and Technology)

Branch	PT Strategy and Technology	Division	Translink	Unit	Office of GM
Location	Brisbane	Closing date	25/07/23	Vacancy ref	-
Classification	SES3 High	Salary/Wage	-	Contact	Lyndsay Webley
Basis of employment	SES contract	Total remuneration	-	Telephone	0411 063 095

Special Conditions:

- This is a senior executive contract position. Applications will remain current for 12 months.
- Criminal history screening will be conducted on the recommended person for the role.
- Any Priority Transferees who apply will be assessed on the basis of suitability.

**We are seeking a high performing and innovative General Manager to contribute to our vision:
Creating a single integrated transport network accessible to everyone.**

Working at Transport and Main Roads

Transport and Main Roads (TMR) acknowledges the Traditional Owners and Custodians of Queensland's land and waterways. We also acknowledge their ancestors and Elders both past and present. TMR is committed to reconciliation among all Australians.

TMR's vision is to create a single integrated transport system accessible to everyone.

TMR, as part of the wider Queensland government, contributes to communities across the state by improving economic wellbeing, quality of life, safety and accessibility. We employ over 9000 dedicated employees who share a common value: to make a difference for the people of Queensland every day.

Our organisation is continuing to adapt to rapid change by developing a delivery focussed, digitally capable workplace with a culture of inclusion and employee wellbeing. State-wide our teams are valued by our leaders and each other.

Follow TMR on [LinkedIn](#), [Instagram](#), [Facebook](#) and [Twitter](#) or visit www.tmr.qld.gov.au/About-us.

Customers first

Ideas into action

Unleash potential

Be courageous

Empower people

Your opportunity

The position of General Manager (Passenger Transport (PT) Strategy and Technology) requires strong professional leadership and management capabilities. The role requires an ability to lead and manage Translink Division's PT Strategy and Technology Branch to deliver government priorities along with excellence in client service delivery. The General Manager (PT Strategy and Technology) is to provide high level leadership particularly by working collaboratively with internal and external stakeholders.

As General Manager (PT Strategy and Technology) you will demonstrate strong leadership and management capabilities to contribute to Translink's strategic purpose to lead and shape Queensland's passenger transport system by providing an integrated transport network, safe and accessible to everyone. This role will lead the transformational technology program for the future of passenger transport delivery and customer experience.

The role will see you leading key projects including Smart Ticketing, along with understanding the role of and implementing emerging technologies into the future passenger transport network to enhance the customer experience.



The role will also see you leading customer and technology operations inclusive of marketing and communications, customer insights and research.

As a senior executive, your performance will be assessed according to four key accountability perspectives: financial, stakeholder and outcome, internal business and learning and growth.

Accountabilities include:

Financial

- The role is accountable for an annual operating budget of approximately \$120 million and oversees and establishment of approximately 270 employees and contractors.
- Ensure the delivery of Smart Ticketing which is a \$371 million project that is driving reform initiatives aimed to deliver improved results for government, industry, delivery partners, customers, and our community.

Stakeholder and outcome

- Manage all key contractual relationships with multiple technology and other service providers, and operator delivery partners across all transport modes.
- Influence strategic, corporate and inter-government relations activities including proposed legislative and regulatory and service delivery reform relating to major public transport technology initiatives which requires collaboration from other government.
- Deliver customer service excellence through marketing and communications, the call centre, website gateways and the operational front-line service staff (customer service liaison and customer relations officers).
- Enhance the strategic positioning of the Translink brand through a seamless look and feel to all touch points in public transport.
- Develop and maintain capability to scan and monitor the public transport market through customer insights including the use of digital technologies to identify and manage business opportunities.

Internal business

- Provide strategic and authoritative advice and information to the Minister, Director-General and Deputy Director-General in relation to the Translink Ticketing, Customer Solutions, and various innovative passenger transport technology.
- Identify and explore innovative product opportunities including the development and implementation of strategic product development, ticketing and fares, distribution channels and commercial opportunities for public transport.
- Oversee the preparation of submissions, briefs, briefing notes on cabinet submissions and policy papers.
- Play an active role in the Translink Leadership Team contributing to operational and strategic planning and management of the division.

Learning and growth

- Build a cohesive and high performing Passenger Transport Strategy and Technology Branch characterised by team work, partnering conversations, high morale and a focus on achieving results.
- Effectively plan for, manage and monitor resources within the Passenger Transport Strategy and Technology Branch to align with the strategic goal of government and the department.
- Contribute to a highly engaged and capable workforce and leadership team through positive workplace culture and values alignment.

This position reports to the Deputy Director-General (Translink).

Is this role for you?

The information in this section outlines the basis of assessment of your suitability for the organisation and the role.

The position requires a person who will take personal responsibility for serving the government of the day and meeting the needs of the people and communities of Queensland. As an executive you will work towards a system of world class service delivery and public sector management.

You will have a record of success as a leader in a large and complex organisation with outstanding leadership ability. You will have extensive experience across the public, private and/or not for profit sector and you will have a strong background in strategy and policy implementation, service delivery, and client service. You will have a proven track record as an agent of change in challenging environments and in fostering a confident and capable workforce.

As a leader in Queensland Government, you will display outstanding judgement, high-level integrity, strong agility to adapt to a constantly changing environment, a strong achievement orientation, and excellent communication and negotiation skills.

Mandatory requirements:

- Criminal history screening
- Submitting a Declaration of Interests form

Role/occupational capabilities:

This role maps to **Executive**.

Vision:

- Leads strategically - *Thinks critically and acts on the broader purpose of the system* - Stimulates ideas and innovation – *Gathers insights and embraces new ideas and innovation to inform future practice*
- Stimulates ideas and innovation – *Gathers insights and embraces new ideas and innovation to inform future practice*
- Leads change in complex environments – *Embraces change and leads with focus and optimism in an environment of complexity and ambiguity*
- Makes insightful decisions – *Makes considered, ethical and courageous decisions based on insight into the broader context*

Results:

- Develops and mobilises talent – *Strengthens and mobilises the unique talents and capabilities of the workforce*
- Builds enduring relationships – *Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes*
- Inspires others – *Inspires others by driving clarity, engagement and a sense of purpose*
- Drives accountability and outcomes – *Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency*

Accountability:

- Fosters healthy and inclusive workplaces – *Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised*
- Pursues continuous growth – *Pursues opportunities for growth through agile learning, and development of self-awareness*
- Demonstrates sound governance – *Maintains a high standard of practice through governance and risk management*

To find out more about the competencies required for this role visit, <https://www.forgov.qld.gov.au/leadership-competencies-queensland> for the complete Leadership competencies for Queensland booklet.

Your application

Please provide the following information to the panel to assess your suitability:

- Your CV or resume
- Cover letter (no more than two pages)

Submit your application:

- Applying online through the SmartJobs and Careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application.
- By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- All role descriptions and selection processes are required to be aligned with Leadership competencies for Queensland (LCQ). For more information about the Leadership competencies for Queensland, visit <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.
- If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description. If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
- Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the numbers above to arrange.
- Hand delivered applications will not be accepted.

Additional information

- TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve. We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a workplace of innovation and opportunity.
- All applicants are encouraged to advise the panel of any additional support or reasonable adjustments (i.e. building access, wheelchair access, interpreting services etc.) required during the recruitment process in order to ensure they can demonstrate their ability to meet the inherent requirements of the role.
- Employees may be required to work in any other location as determined by business needs.
- You may be requested to undergo employment screening (for example a criminal history check) as part of our selection process.
- It is a condition of employment for recommended appointee/s to disclose any previous serious discipline action taken against them for consideration by the delegate prior to any appointment.
- For more information about the role, its priorities and the organisational context please refer to the contact listed at the top of the role description.
- Applicants considered for appointment are required to provide evidence of their right to work in Australia. This includes Australian citizenship, or evidence the applicant resides in Australia and has permission, under a Commonwealth law, to work in Australia.

- In accordance with Section 52(3) of the *Public Service Act 2008* and Public Service Commission Directive Early Retirement, Redundancy and Retrenchment, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- In accordance with the Public Service Commission Directive Voluntary Medical Retirement, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- Probationary periods apply to successful applicants external to the public sector.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at <https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.



The Department of Transport and Main Roads acknowledges the Traditional Owners and Custodians of this land and waterways. We also acknowledge their ancestors and Elders both past and present. The Department of Transport and Main Roads is committed to reconciliation among all Australians.