

POSITION DESCRIPTION

POSITION TITLE:	GENERAL MANAGER OPERATIONS
INCUMBENT	VACANT
REPORT TO:	EXECUTIVE GENERAL MANAGER
DIRECT REPORTS:	4
DATE:	JULY 2019

THE ENVIRONMENT

1. Background and Business Environment

Transport Certification Australia Ltd (TCA) is a company limited by guarantee responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments and industry.

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 participants and other relevant stakeholders.

TCA upholds and promotes the principles of the National Policy Framework for Intelligent Transport Systems, which has been endorsed by Australian Governments, and complies with Australian Privacy Principles.

As of 1 January 2019, TCA is owned by Austroads Ltd, the association of Road and Transport Agencies for Australia and New Zealand.

Austrroads' purpose is to support its member organisations to deliver an improved Australasian road transport network. One that meets the future needs of the community, industry and economy. A road network that is safer for all users and provides vital and reliable connections to place and people. A network that uses resources wisely and is mindful of its impact on the environment.

TCA has built an excellent reputation in supporting governments and industry in the use of telematics and related intelligent technologies. Austrroads is looking to build on this reputation and the excellent work that has been undertaken by TCA through a refresh and revitalisation of the organisation.

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.

TCA has a budget of \$6M+ and a staffing level of approximately 25+ FTE.

The TCA office is based in Melbourne.

THE ROLE

3. Purpose of the Role

The Operations Division undertakes and delivers the accreditation and administration of telematics and intelligent technology products and services, and data acquisition, analysis and reporting services. The General Manager Operations is responsible for the effective and efficient delivery of the Operations Division's services, projects and activities within agreed quality, budget and timing requirements. Additionally, the role is a member of TCA's Corporate Management Group (CMG) providing leadership across TCA.

The General Manager Operations reports to the Executive General Manager.

The position requires some interstate travel.

4. Major Responsibilities / Accountabilities

- Provide leadership to the Operations Division, ensuring the efficient and effective delivery of its work program and achievement of its objectives and key performance indicators.
- Contribute to TCA's governance, strategic planning and business management, including as a member of the Corporate Management Group (CMG).
- Provide leadership in the development and management of the Operation Division's work plans, projects, budgets, and risk management, in line with corporate plans, policies and procedures.
- Take responsibility for the administration of certification and type-approval schemes, including the management of stakeholder relationships, certification and re-certification services, type approval of devices, auditing of accredited service providers, and establishing and cancelling agreements. This also includes reporting and actioning non-compliances and issuing certificate-based evidence that can be used in court proceedings.
- Provide leadership with the continued development of TCA's capabilities and services with data acquisition, analysis and reporting.
- Provide leadership in contributing to the development of business cases and proposals, and with transitioning the development of new and enhanced products and services into an operational environment. This will require close collaboration with the Strategy and Delivery Division.
- Cultivate a positive work environment and high-performance culture by providing strong leadership and guidance to staff to optimise their motivation, development and contribution on technical and operational matters necessary to achieve organisational strategies and purpose.
- Identify and develop key capabilities and knowledge within the Operations Division, both for current and emerging services.

POSITION DESCRIPTION GENERAL MANAGER OPERATIONS

- Develop and maintain effective relationships at senior levels in key stakeholder organisations including but not limited to member organisations, service providers, transport industry, consultancy and ICT organisations.
- Develop and maintain rigorous business systems, processes and policies that support and are commensurate with TCA's delivery of assurance and administration services.
- Provide reporting of the Operations Division performance, and analyse and recommend on issues impacting programs to CMG, the EGM, and the Board as appropriate.
- Monitor national and international developments in the sector to inform on strategic, technical, regulatory and business choices about the use of telematics and related technologies.
- Apply professional and technical expertise to resolve complex and multifaceted issues, and to prepare and edit reports, policy documents and other papers and correspondence
- Exercise diligence when making decisions, adhering to the requirements outlined in the Delegations of Authority
- Maintain and adhere to Quality Systems processes and procedures.

5. Key Stakeholder Interfaces

Internal

- Executive General Manager – Direct reporting and overall direction.
- Divisional heads – Work with other General Managers and their staff to achieve strategic and operational outcomes. This includes with the General Manager Strategy and Delivery on the planning, development and delivery of new and revised services, and with the General Manager Corporate Operations on financial, legal and resource matters.
- Corporate Management Group (CMG) – Actively participate as a key member of CMG, working collaboratively to provide good governance, monitoring and decision making for the organisation.
- Board of Directors – Participate in papers and presentations to the Board, and with responding to requests and actions from the Board.
- Staff – Provide appropriate leadership, direction and support as appropriate.

External

- Government agencies and regulators – including state and territory road transport authorities, the Commonwealth, and the National Heavy Vehicle Regulator.
- Telematics service providers – including for telematics devices, telematics applications, on board mass systems, and other associated service providers.
- ICT companies – such as software vendors, data analysts, telecommunication companies, etc.
- Operators and users – including road transport operators, industry associations, and various end-users and data consumers.
- Specialist groups – may include academic and research bodies, industry groups, consultants, and various forums.

THE PERSON

6. Qualifications, Knowledge and Experience

Key behaviours sought should align with the values of TCA and Austroads and include acting with integrity, projecting a professional image, valuing and respecting people, actively practicing teamwork and being focused in providing quality and accountable services.

POSITION DESCRIPTION GENERAL MANAGER OPERATIONS

Additionally, in order to undertake the role successfully, the General Manager Operations will possess the following attributes:

- Tertiary qualifications in a discipline such as engineering, information technology or business management. Post graduate or other additional qualifications are desirable.
- Executive-level management experience in an operational environment. Experience leading in a technical and/or regulatory environment that involves assurance services would be viewed positively.
- Proven ability to manage multiple private sector service providers, with a track record of consistently achieving a level of service delivery that meets requirements and desired outcomes.
- Demonstrated capability developing and maintaining positive stakeholder relationships, across government, industry and end-user stakeholders.
- Experience developing, administering, and/or maintaining compliance with business quality systems, process standards, and/or relevant assurance schemes.
- Well-developed communication and negotiation skills, including experience delivering public presentations, providing advice on complex issues, influencing senior decision makers and effectively resolving conflicts to achieve positive outcomes.
- Sound judgment, analytical, and evaluation skills, including the ability to resolve complex conceptual issues, and experience navigating and leading complex policy, regulatory or operational initiatives. Ideally experience is at a national and/or multi-agency level.
- Proven capacity to lead, motivate and manage teams of professional staff across multiple disciplines.
- Demonstrated ability to develop and provide clear, concise advice on complex and sensitive issues.
- Knowledge of the legislative and administrative environment within which road transport compliance and enforcement processes operate would be desirable. Political nous, with an appreciation of the intricacies of working with Government and the private sector is also desirable.