Austroads
Job Description

Job Title:	Program Manager – Transport Network Operations Program
Job type:	Full Time
Location:	Local Jurisdictional Office or Austroads National Office, Level 9, 570 George Street, Sydney
Responsible to:	General Manager Operations
Responsible for:	Transport Network Operations Program
Relationship to other jobs:	Program Managers and Coordinators, relevant Task Forces, Technical Reference and Working Groups,
Date:	November 2021

Position Purpose

The Program Manager Transport Network Operations leads the Austroads Transport Network Operations Program. The Program Manager provides leadership and guidance to any staff from Austroads or its member agencies that are engaged to work on the programs, including direct line management responsibility for a Program Coordinator and the management of both consultants and project management resources.

The role works with practitioners across all jurisdictions to share best practice and make a significant change to improve transport network operations across Australia and New Zealand. Guides, associated publications and practises are also developed with local government practitioners in mind.

Background

Austroads – Who we are

Austroads is the collective of the Australian and New Zealand transport agencies, representing all levels of government. We provide high-quality, practical and impartial advice, information, tools and services to help our members deliver efficient, reliable and safe mobility to their customers.

Austroads Programs

Austroads delivers value through our programs. There are five programs:

- Transport Infrastructure
- Transport Network Operations
- Road Safety and Design
- Future Vehicles and Technology
- Environment and Sustainability Program.

The Programs are each directed by a Program Manager. The Program Manager is responsible for developing and managing an annual work program, reporting through the various decision-making governance forums as well as to the Board. The Program Manager is supported by a Program Coordinator.

Program Managers are responsible for keeping Austroads Guides, technical standards, other published material, IT applications and related services up to date and contemporary. They do this in two ways. First, they work with the Task Forces to monitor the use of the publications, applications and services to ensure they continue to meet their objectives. Second, Program Managers work with their Task Forces to identify emerging and best practice and commission research that will be incorporated into Austroads Guides and other material.

By leading the Transport Network Operations Program, the Program Manager will be at the cutting-edge of helping Australasia's transport agencies and local governments adopt innovative practice and respond to pressing concerns.

Transport Network Operations Program

Network operations is an ongoing focus for governments and communities. The Transport Network Operations Programs provides guidance for transport agencies on real-time traffic operations, management of planned and unplanned disruptions such as roadworks and accidents, road user information, road network performance management and reporting, deployment and operation of Intelligent Transport Systems (ITS), and multi-modal integration. Regarding freight and the movement of goods, the Network Program supports member agencies and other national bodies such as the National Transport Commission and National Heavy Vehicle Regulator by delivering key research supporting national reform agendas and initiatives to enhance freight productivity and safety.

The main workstreams of the Program are:
- Emerging technology, including Intelligent Transport Systems (ITS)
- Managing urban congestion
- Traffic management planning and infrastructure
- Freight transport and road productivity
- Movement and place
- Active travel such as cycling and walking, and integration with public transport

The Program Manager will lead the following Task Forces.
- Freight Task Force
- Traffic Management Task Force
- Temporary Traffic Task Force.

They will also lead the related technical reference and working groups.

The Program Manager will keep abreast of contemporary issues and will need to maintain a close relationship with transport network research and/or promotion bodies.

The focus of the program is to:

1. Monitor and maintain existing publications and the content IT applications to keep them current and useful, including:
   a. Austroads Guide to Traffic Management
   b. Guide to Smart Motorways
   c. Austroads Guide to Temporary Traffic Management
   d. Various IT applications (tool kits) related to the Guides and other Austroads publications

2. Draw from, or commission, research to be used to update Austroads publications and applications, that are used by member organisations and local governments, to ensure efficient network operations.

3. Support member agencies to build the data management capabilities of their staff and provide systems that harmonise data collection and analysis to improve the safety, efficiency and sustainability of our road transport networks.

Key Accountabilities and Duties

The duties of the Program Manager position additional to any statutory duties are as follows:

1. Lead and manage the Austroads Transport Network Operations Program including the development and delivery of program outcomes, activities and projects delivered through both internal and external resources.

2. Monitor and maintain all related Guides, publications and IT applications related to the Program.

3. Lead the development of products and services that meet the needs of the majority of Austroads members who are responsible for delivering a safe, efficient, sustainable, resilient and equitable road transport system for the Australian and New Zealand public.

4. Provide direction, coordination and secretariat services (with support from the Program Coordinator) for the relevant Task Forces as well as Technical Reference and Working Groups to ensure that members of all groups are effectively engaged.

5. Provide subject matter expertise to Austroads members, national policy organisations international road associations and the transport industry on network operations and related issues.

6. Manage the planning, budget, resource allocation and performance monitoring of both programs to achieve program goals and deliver the agreed annual work plan.

7. Prepare high level advice, correspondence and reports on the Program's progress and expenditure and other policy initiatives for consideration by the Program Manager and Austroads Board.

Key Challenges

- Ensuring that the products and services developed by the program have value to a diverse range of member organisations across two countries.

- Maintaining active engagement in the Program from all member organisations and their employees.

- Gaining consensus and agreement from multiple member organisations on changes to current practices.

- Liaising appropriately with a range of internal and external stakeholders with an understanding of their interests and dependency / and or relationship with relevant projects or programs.

Capability

The Program Manager should have a strong background in at least one aspect of transport network operations.

The following capability criteria relate to the Program Manager role.

Capability Criteria	Key Indicators
Leads strategically with vision	a. Communicates clear direction and compelling vision. b. Articulates and drives the development of strategies that align with vision.
Navigates complex and ambiguous environments	a. Makes decisions in the absence of complete information. b. Understands key issues of sensitivity and risk and uses judgement when deciding how to proceed. c. Works with other executives and stakeholders to understand different viewpoints and plot a course of action. d. Accurately reads situations, including key relationships and group dynamics.
Operates across boundaries	a. Works across government, research and industry sectors. b. Adopts a system-wide view, and draws on a range of information, ideas and perspectives to understand problems. c. Works to remove roadblocks in the pursuit of outcomes.

Capability Criteria	Key Indicators
Manages relationships	a. Builds and maintains productive relationships with stakeholders with a view to achieve consensus agreements. b. Manages conflict and negotiates outcomes without compromising the relationship. c. Understands different and competing views and synthesises stakeholder information to inform approach. d. Communicates in a way that is appropriate for the situation, and that promotes trust, respect and integrity and actively and attentively listens to others.
Inspires individual and others commitment in the pursuit of results	a. Directs and prioritises program activities towards matters that are important. b. Communicates and reinforces the importance of program objectives. c. Strong drive in the achievement of results. d. Motivates and creates a culture where people want to 'go the extra mile'. e. Maintains composure and is a calming influence when under pressure. f. Builds a cohesive and high performing team that is characterised by teamwork, open discussion, strong morale and a focus on results.
Manages Products, Publications and Services	a. Works collaboratively with consultants and technical writers to ensure Austroads products are of a high quality prior to publication. b. Undertakes reviews of guide and publication utilisation statistics to ensure use of products, publications and services with the view to wholesale update, maintenance or decommissioning.

Austroads Organisational Context

Austroads is the Australasian association of road transport and traffic agencies. Austroads' purpose is to improve Australian and New Zealand transport outcomes by:

- Providing expert technical input to national road and transport policy development.

- Overseeing research to ensure best practice, innovation, safety, productivity and efficiency measures can be appropriately applied across road networks.

- Improving the practices and capability of road agencies.

- Promoting operational consistency by road agencies.

- Austroads members are collectively responsible for the management of over 900,000 kilometres of roads valued at more than $260 billion representing the single largest community asset in Australia and New Zealand. Each year more than $18 billion is spent on roads across Australia and New Zealand.

Austroads membership comprises the six Australian state and two territory road transport and traffic agencies, the Commonwealth Department of Infrastructure, Transport, Regional Development and Communications, the Australian Local Government Association and the Waka Kotahi (New Zealand Transport Agency). It is a company limited by guarantee – Austroads Ltd and is owned by the members. It is governed by a Board consisting of the Chief Executive (or an alternative senior executive officer) of each of its eleven-member organisations. The Board currently meets four times a year.

Austroads does the following:

- Conducts and contracts research which helps road agencies address current and emerging issues.

- Publishes Guides to promote a nationally consistent approach to the design, maintenance and operation of road networks.

- Facilitates the sharing of knowledge by widely disseminating research outputs, conducting seminars, and promoting the use of Austroads work.

- Conducts business activities on behalf of Australasian road agencies.

- Fosters international collaboration by engaging with and supporting international road organisations.

- Austroads also undertakes work on behalf of the Infrastructure and Transport Senior Officials Committee (ITSOC) and Infrastructure and Transport Ministers group.

Note:
1. The successful applicant must be prepared to work outside normal working hours and travel interstate (or possibly overseas) when required.
2. The successful applicant will be required to undergo relevant security and criminal records checks.
3. An engineering qualification would be viewed favorably.