

Position Description

Position title:	General Manager Operations
Reports to:	vacant
Reports to:	Executive General Manager
Direct reports:	3
Date:	November 2021

Organisational Context

Transport Certification Australia is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

TCA provides four broad categories of service:

- Assurance
 - Certification of service providers, telematics applications and data
 - Type approval of devices and systems, including telematics and on-board mass systems
 - Auditing of service providers, applications, and data
- Administration
 - Administration of the National Telematics Framework, including its rules, specifications, agreements, and digital infrastructure
 - Support for applications, schemes, and other initiatives on behalf of key stakeholders
- Analysis and reporting
 - Standardised and ad-hoc data analysis, reporting and data provision to support compliance, policy, planning, investment, and operational decision making
 - Managing the Telematics Analytics Platform to support user access to data and reporting services
- Advice
 - Provision of authoritative information and advice on current and emerging transport technologies and data, and associated services

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. 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 is a subsidiary of Austroads Ltd. The TCA office is based in Melbourne.

The Role

Purpose of the Role

The General Manager Operations role leads the TCA division that provides assurance and administration services to support a range of telematics and associated technologies and services. Key activities undertaken by the division include the assessment and approval of technical systems, the certification and auditing of service providers, the administration of assurance programs and schemes, and a range of maintenance, reporting and support services.

The General Manager Operations role is responsible for the effective and efficient delivery of the division's services, projects and activities within agreed quality, budget and timing requirements.

The role also contributes to strategic and operational matters across TCA and Austroads, as part of TCA's Corporate Management Group (CMG), and through its involvement on various governance committees and corporate initiatives.

The General Manager Operations reports to the Executive General Manager. The position requires some interstate travel.

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.
- Provide leadership in the development and management of the Operations division's work plans, projects, budgets, and risk management, in line with corporate plans, policies and procedures.
- Contribute to TCA's governance, strategic planning and business management, including as a member of the Corporate Management Group (CMG).
- Administer the assurance of telematics service providers, including the approval and cancelling of certification agreements, re-certification activities and change requests, and auditing of service providers.
- Administer telematics applications and schemes, including the maintenance and provision of supporting data services, monitoring vehicle enrolments, investigating non-compliances, and issuing of evidentiary certificates.
- Administer the assurance of technical systems and data, including the testing of telematics and on-board mass systems and other transport-related devices, maintaining test assets and associated procedures, support for audits and change requests, and issuing of type-approvals.
- Develop data analysis and information reporting capabilities and services, in collaboration with others across TCA and Austroads, with a focus on improved processing, storage, analysis, and reporting in alignment with the Austroads enterprise data management approach.
- Cultivate a positive work environment and high-performance culture by providing strong leadership and guidance to staff, individually and across teams, to optimise their development, motivation and contribution on technical, operational, and corporate matters.
- Proactively develop and maintain effective relationships at senior levels in key stakeholder organisations, including collaboration with and providing advice to government authorities, service providers, transport industry, consultancies, and ICT organisations.
- Develop and maintain operational processes and policies that support and are commensurate with TCA's delivery of assurance and administration services, in adherence with TCA's quality management system.

- Provide leadership in contributing to the development of proposals and business cases, 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 and with Austroads.
- Identify current and emerging opportunities to develop capabilities and services, both within the Operations division and more broadly across TCA, and support effective collaboration and involvement of staff across TCA and with Austroads.
- Provide reporting of the Operations division performance, respond to correspondence from external stakeholders, and provide papers that effectively articulate, analyse and recommend actions on issues impacting the business to CMG, the EGM, or other appropriate forum.
- 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.

Key Stakeholder Interfaces

Internal

- Executive General Manager – Direct reporting and overall direction.
- Other General Managers – 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 Services on financial, legal, ICT and resource matters. Will also work with Austroads executives, including the Chief Data and Technology Officer for data-related 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. This will include liaising and collaborating with Austroads staff.

External

- Government agencies and regulators – including state and territory road transport authorities, Australian Government departments, and the National Heavy Vehicle Regulator.
- Telematics service providers – including for telematics devices, telematics applications, on board mass systems, and other associated technologies and services.
- 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

Qualifications, Knowledge and Experience

The General Manager Operations will possess the following skills and experience:

- Executive-level management experience in a regulated operational environment. Experience leading in a technical and/or regulatory environment that involves assurance services to third parties would be viewed positively.
- Proven ability to manage a complex interaction of third-party entities to deliver operational outcomes, with a track record of consistently achieving a level of program management and service delivery that meets requirements and desired outcomes.
- Demonstrated capability in developing and maintaining positive stakeholder relationships, across government, industry, and end-users.
- Experience developing, administering, and/or maintaining compliance with business quality systems, risk management and process standards within an ISO certified system.
- Tertiary qualifications in a discipline such as engineering, information technology or business management. Post-graduate or other additional qualifications are desirable.
- Well-developed communication and negotiation skills, including experience delivering public presentations, providing advice and communicating clearly 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 capability to lead, motivate and manage teams of professional technical and non-technical staff across multiple disciplines.
- Knowledge of the legislative and administrative environment within which road transport compliance and enforcement processes operate would be desirable.

Personal Qualities

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 on providing quality and accountable services. Specifically, the role requires:

- Hands – on leadership style.
- Culture of delivery and closure on issues.
- Sound judgment and an ‘eye for detail’
- Comfort working in an environment which is constantly evolving.